



Aetna WorldTravelerSM

Emergency medical insurance for employees who travel internationally on business for six months or less outside of their home country

When you travel on business, you need more than just emergency insurance. You need the peace of mind that comes from knowing you have the health, wellness and travel safety resources and information to be successful. Aetna WorldTraveler gives you that assurance.

Your Aetna WorldTraveler plan offers:

24/7 medical care

Access care from our global network of 1.9M health care providers. Includes preferred access to Western medicine clinics, referrals, record transfers and facilitation of hospital payments.

Emergency assistance services

Assistance with different types of emergency situations, including medical transportation coordination, emergency medications and repatriation.

Pre-trip planning and travel

Support on required vaccinations, travel restrictions, referral to medical resources, and help navigating the health care system.

Digital resources

Find doctors and hospitals, submit, track and manage claims and access your benefits plan details all through your secure member website.

Quick tips for using your WorldTraveler plan

Get started today

Convenience is at your fingertips with your Aetna International secure member website.

To register

1. Go to **AetnaInternational.com/members**
2. Enter your information and select **Aetna WorldTraveler Plan Members**
3. Enter the Control Suffix Account (CSA) — found at the bottom of your WorldTraveler ID card and the “Registration key” located below, then click “Continue”
4. Create a user name and password to complete your registration

To submit a claim online

1. Log in to **AetnaInternational.com**
2. Click “I need to submit a new claim”
3. Fill out all required fields (some will be pre-filled based on your profile)
4. Scan and upload your receipts,* then submit your claim
5. Note your claim **reference tracking number** for tracking purposes



For faster claims processing, submit your claims online or from your smartphone.

*10 MB attachment limit

Contact us 24 hours a day/7 days a week

Our International Member Services team can help with questions.

Phone:

1.877.301.5042 (Toll-Free)
1.813.775.0239 (Collect)

Fax:

1.800.475.8751 (Toll-Free)
1.860.975.1741 (Collect)

For emergency assistance services call:

1.877.242.5580
(International Toll-Free)

1.813.775.0246
(Collect)

Here is your Aetna WorldTraveler ID card



Member Service Emergency Assistance Services:
1.877.301.5042 1.877.242.5580

Present this card when accessing care.

Aetna International
Medical emergency
assistance worldwide

Member Service:

Phone: 1.877.301.5042
(International Toll-Free)
+1.813.775.0239 (Collect)

Fax: +1.860.975.1741
(Collect)
1.800.475.8751
(International Toll-Free)

Emergency Assistance Services

Phone: 1.877.242.5580
(International Toll-Free)
+1.813.775.0246
(Collect)

Aetna WorldTraveler is administered by Aetna Life & Casualty (Bermuda) Ltd. While coverage remains in force, members are entitled for the durations of their business trip to benefits under the plan, subject to its exclusions and limitations.

Providers: This card does not guarantee coverage. Verify member eligibility by calling the Aetna International Member Service Center.

Members: Submit benefit reimbursement requests via fax or mail to:

AETNA INTERNATIONAL
P.O. BOX 981543
EL PASO, TX USA 79998-1543
AetnaInternational.com

Please keep this with you at all times during your international business travel.

Registration key:

WorldTraveler is a limited-benefit supplemental short-term medical travel insurance plan. This plan does not comply with the Affordable Care Act's consumer protection provisions and cannot be used to satisfy minimum essential coverage or any other coverage requirements. Coverage for the WorldTraveler product is offered through Aetna Life & Casualty (Bermuda) Ltd.

Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Aetna does not provide care or guarantee access to health services. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna International, refer to **AetnaInternational.com**.

AetnaInternational.com

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1033802-01-02 (5/23)

