

## FREQUENTLY ASKED QUESTIONS

### **Q. Do I have to enroll for international healthcare benefits, like I do for domestic?**

**A.** If you're currently enrolled in domestic healthcare coverage, you will be automatically enrolled as part of your transfer to the international payroll. If you're not currently enrolled in domestic healthcare coverage, you'll have to call the Chevron Phillips Chemical Benefits Service Center at 1-800-446-1422 (option 1) to enroll.

### **Q. What if I or a member of my family gets sick before my Aetna International (AI) enrollment is processed?**

**A.** You can use your temporary medical/dental ID card as evidence of coverage. If necessary, you can also contact the HR International Business Partner for an emergency manual enrollment, so your coverage can be verified through AI.

### **Q. How do I get my prescription filled if I'm not yet on an AI plan?**

**A.** AI Pharmacy Process Alternative can assist Expats not yet on the AI plan with filling a 12-month prescription supply prior to leaving for international assignment. Our International Health Advisory team of nurses will work with a U.S. pharmacy that can often fill your prescription so you'll receive it prior to your departure. Then, once enrolled, the prescription will be run through the AI claim system.

#### **Process**

1. At least 3 weeks prior to leaving on assignment, Expats should call the Aetna International Service Center for assistance in obtaining a year's supply of their medication.

- International toll free: AT&T Access Code + 800-231-7729
- Collect: 1-813-775-0190

2. Indicate to the customer service representative that you are/will be a new Chevron Phillips Expat, and are not yet enrolled in the AI plan.

3. Request to speak with an International Health Advisory Team nurse on the Tampa team for assistance with receiving a 12-month supply of current medications that may not be available in the country of assignment.

**Note:** Some prescriptions may have quantity limits due to shelf-life concerns, or may be excluded due to laws and regulations in the US. or in the country of assignment.

### **Q. I'm currently under the care of a doctor for an ongoing medical condition. How will the insurance coverage be transitioned?**

**A.** All claims will need to be filed under the proper plan depending on dates of service. Claims for services incurred prior to the termination of your domestic coverage should be filed as in the past. Claims for services incurred on or after the date your AI coverage becomes effective — regardless of whether the services are received from your current doctor in the U.S. or a new doctor overseas — should be filed with AI.

### **Q. When can I register on the AI Member Web site so I can access online customer service?**

**A.** You can register as soon as you receive your permanent AI International ID card, which you should receive within 30 days. You'll need information from the card, including your nine-digit member ID, to complete the registration.

### **Q. What is the AI Web site and customer service phone number?**

**A.** [www.aetnainternational.com](http://www.aetnainternational.com)  
International toll free: AT&T Access Code + 800-231-7729  
Collect: 1-813-775-0190