

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions



Whether you're at home or a world away — we are here for you

Tear off the bottom portion of this flyer to keep these international toll-free dialing instructions with you wherever you go. You can fold it up and keep it in your wallet so that you have it handy during your travels.



International contact information guide

AT&T International Toll-free Service

International dialing instructions

We have arranged for you to phone the Aetna International Member Service Center toll-free through AT&T DirectSM Service.

To phone us toll-free

- Make sure you have an outside line. (From a hotel room, follow the hotel's instructions to access an outside line.)
- Locate the AT&T Direct Access Number listed on the tear-off wallet card below for the country from which you are dialing. (Please dial **813-775-0190** collect/direct if the country you are in is not listed.)
- When prompted for the number you are calling, dial **800-231-7729**.
- After the tone, you will hear an automated message stating "thank you for using AT&T" and you will be directed to the Aetna International Member Service Center.

To obtain updated access numbers

For the most up-to-date list of AT&T Direct Access Numbers, visit AT&T on the web at www.att.com/business_traveler.

AETNA INTERNATIONAL SERVICE CENTER

Here to help your 24 hours a day, 365 days a year

Phone: Int'l toll-free:*
800-231-7729
Direct/Collect:
813-775-0190
TDD (Hearing impaired):
800-325-6273

Fax: Int'l toll-free:* 800-475-8751
Direct: 859-425-3363

E-mail: agbservice@aetna.com

Web: www.aetnainternational.com

The Aetna International Member Service Center is your 24/7 resource for all of your benefits needs. You can also contact the Aetna International Member Service Center to reach the:

- International Health Advisory Team (IHAT)
- International Employee Assistance Program (International EAP)**
- Informed Health[®] Line**

Other important Aetna numbers

Emergency Assistance**

Phone: Int'l toll-free*: 877-242-5580
Direct/Collect: 813-775-0246

Aetna WorldTravelerSM**

Phone: Int'l toll-free*: 877-301-5042
Direct/Collect: 813-775-0239

Fax: Direct/Collect: 860-975-1741
Int'l toll-free*: 800-475-8751

*Refer to the "International Dialing Instructions" section of this card when dialing a toll-free number outside of the United States.

**Emergency Assistance, Informed Health[®] Line, International EAP and Aetna WorldTraveler are only available to those members with plans that include these benefits. Check your plan documents to verify coverage.

Using international telephones

Refer to the keypad below if the number you are trying to reach contains letters and your keypad does not.

| | | |
|-----------|-----------|-----------|
| 1 | ABC 2 | DEF 3 |
| GHI 4 | JKL 5 | MNO 6 |
| PQRS 7 | TUV 8 | WXYZ 9 |
| * | Oper 0 | # |

Plans and programs are underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).

©2012 Aetna Inc.
46.03.394.1-ATT C (3/12)

Stay connected to Aetna International
 Visit www.aetnainternational.com
 Follow www.twitter.com/AetnaGlobal
 Like www.facebook.com/AetnaInternational



Plans and programs are underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).

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, please refer to www.aetnainternational.com.

©2012 Aetna Inc.
 46.03.394.1-ATT C (3/12)

**AT&T DirectSM
 Access Numbers**

You can call virtually any other country in the world from the countries highlighted like this.

You can also call the U.S. from all the countries listed.

**Refer to footnotes
 before calling**

- ◆ Await second dial tone.
- Public phones require coin or card deposit.
- ▲ May not be available from every phone.
- Public phones may require local coin payment through call duration.
- ▶ Public phones.
- AT&T calls cannot be placed to this country from outside US.
- ✖ Select hotels.
- ❖ Collect calling only.
- * Not available from public phones.
- Available from payphones in Phnom Penh and Siem Riep only.
- ✦ Airports.
- ▽ Cruise docks.
- ✔ Special USADirect Dedicated Telephones.
- ★ May not be available from some locations.
- ✚ From Northern Ireland use UK access code.
- Use phones allowing international access.
- ▶ Add'l charges apply when calling outside the city.
- ◀ When calling from public phones, use phones marked Ladatel/TelMex, AT&T branded or Telnor phones.
- ⇒ Access is available from New World Telephones.
- ◇ Available from cellular phones.
- ✱ Press red button before dialing access number-no coin or card deposit necessary.
- ☒ Not available from cellular phones.
- ☑ Only available from VNPT phones.
- ⌘ Only available from major cities.

| |
|---|
| Albania ● 00 800 0010 |
| American Samoa 1-800-225-5288 |
| Angola 808 000 011 |
| Anguilla ✖ ◆ ▽ ■ 1-800-225-5288 |
| Antigua ✖ ◆ ▽ ■ #1 (select Hotels) 1-800-225-5288 |
| Argentina 0-800-555-4288 or 0-800-222-1288 |
| Armenia ● ▲ 0 800 10 111 |
| Australia ◇ 1-800-881-011 or 1-800-551-155 |
| Austria ■ ◇ 0800-200-288 |
| Bahamas 1-800-872-2881 |
| Bahrain 800-00-001 (U.S. Military Bases) 800-000-05 (Cellular) 800-000-00 |
| Bangladesh ⌘ 157-0011 |
| Barbados ✖ ◆ ▽ ■ 1-800-225-5288 |
| Belarus ★ ★ 8 ◆ 800-101 |
| Belgium ● ◇ 0-800-100-10 |
| Belize ▲ ○ 811 (Hotels) ▲ ✖ 555 |
| Benin ● 102 |
| Bermuda 1-800-225-5288 |
| Bolivia ● 800-10-1110 |
| Bonaire ✖ 001-800-872-2881 |
| Bosnia ▲ 00-800-0010 |
| Brazil 0800 890 0288 or 0800-8888-288 |
| British V.I. ✖ ◆ ▽ ■ 1-800-872-2881 |
| Brunei 800-1111 |
| Bulgaria ▲ 00-800-0010 |
| Cambodia □ 1-800-881-001 |
| Canada 1-800-CALL-ATT |
| Cayman Islands ✖ ◆ ▽ ■ 1-800-225-5288 |
| Chile ● 800-225-288 or 800-360-311 or 800-800-288 or 171 00 311 (Easter Island) 800-800-311 |
| China ▲ (South, Shanghai & vicinity) 10-811 (North, Beijing & vicinity) ▶ ▲ ✖ 108-888 |
| Colombia 01 800 911 0010 |
| Cook Islands 09-111 |
| Costa Rica ▲ 0-800-0-114-114 |
| Croatia 0800 220111 |
| Curacao ✖ 001-800-872-2881 |
| Cyprus ● 800-900-10 |
| Czech Republic ▲ ☒ 00-800-222-55288 |
| Denmark ◇ 8001-0010 |
| Diego Garcia 999 288 |
| Dominica ✖ ◆ ▽ ■ 1-800-225-5288 |
| Dom Rep. 1-800-225-5288 |
| Ecuador ▲ 1-999-119 or 1-800-225-528 |
| Egypt (Cairo) ● ○ 2510-0200 (Outside Cairo) ○ 02-2510-0200 |
| El Salvador ▲ ■ 800-1785 |
| Estonia ☒ 800-12001 |
| Fiji 004-890-1001 |

| |
|---|
| Finland ● ◇ 08001 10015 |
| France ✖ 0800 99 00 11 or 0805-701-288 |
| French Antilles ✖ 0800 99 00 11 |
| French Guiana 0800 99 00 11 |
| Germany ⇒ ◇ 0-800-2255-288 |
| Ghana 0191 |
| Gibraltar 8800 |
| Greece ● 00-800-1311 |
| Grenada ✖ ◆ ▽ ■ 1-800-225-5288 |
| Guadeloupe ✖ 0800 99 00 11 |
| Guam 1-800-2255-288 |
| Guantanamo Bay 2935 |
| Guatemala ▲ ■ 138-126 or 999-9190 |
| Guyana 159 |
| Haiti 183 |
| Honduras 800 0 123 |
| Hong Kong ◇ 800 96 1111 or 800-93-2266 |
| Hungary ● 06 800-0111 |
| Iceland ● 00 800 22255288 |
| India ★ ○ ★ 000-117 |
| Indonesia ▶ ○ ☒ 001-801-10 |
| Ireland ✚ ◇ 1-800-550-000 |
| Israel 1-80-94-94-949 or 1-80-92-22-222 or 1-80-93-33-333 |
| Italy ● ◇ 800-172-444 |
| Ivory Coast ● 00-111-11 |
| Jamaica ■ 1-800-872-2881 (Public Phones) ✚ ▶ #1 (Select Hotels) ✚ ▽ 872 |
| Japan ● ▲ 005-39-111 or 00 663-5111 |
| Jordan 18 800 000 |
| Kazakhstan ● 8*800-121-4321 |
| Korea ● ✖ 0072-911 or 0036-911 or 0030-911 (US Military Bases) ▲ ✖ 550-HOME or 550-2USA |
| Latvia 8000-2288 |
| Lebanon (Beirut) ● ✚ 426-801 (Outside Beirut) ✚ 01-426-801 |
| Luxembourg ✚ ▶ 800 2 0111 |
| Macau 0800-111 |
| Macedonia ■ 0-8000-4288 |
| Malaysia ▲ 1-800-80-0011 |
| Malta 800-90110 |
| Martinique ✖ 0800 99 00 11 |
| Mauritius 01 120 |
| Mexico ■ ◀ 01-800 288-2872 or 001-800-462-4240 |
| Micronesia 288 |
| Monaco ● ☒ 800-90-288 |
| Montserrat ✖ ◆ ▽ 1-800-225-5288 |
| Morocco 002-11-0011 |
| Neth. Antilles ✖ 001-800-872-2881 |
| Netherlands ● 0800-022-9111 |
| New Zealand ● 000-911 |
| Nicaragua ● 1-800-0174 |

| |
|--|
| Norway ■ ◇ 800-190-11 (US Military Bases) ■ ◇ 800-199-11 |
| Pakistan ▲ ○ ☒ 00 800 01001 |
| Panama 800-0109 |
| Paraguay ▶ ✖ ▲ ○ (Asuncion City) 008-11-800 |
| Peru ▲ 080050288 (Americatel) ▲ ○ 0-800-70-088 |
| Philippines PLDT ● 1010-5511-00 PLDT - others ● 105-11 |
| Poland ● ▲ ▽ 0-0-800-111-1111 |
| Portugal ▲ ◇ 800-800-128 |
| Reunion Island 0800 99 0011 |
| Romania ● 0808-03-4288 |
| Russia ● ▲ 8+10-800-110-1011 (Moscow) ● ▲ 363-2400 |
| Saba ✖ 001-800-872-2881 |
| Saipan ● 1-800-2255-288 |
| San Marino ● 800 172 444 |
| Saudi Arabia 1-800-10 |
| Senegal 800-103-072 |
| Sierra Leone 1100 |
| Singapore 800-0111-111 or 80-0001-0001 |
| Slovakia ▲ ◇ 0800-000-101 |
| South Africa 0-800-99-0123 |
| Spain ◇ 900-99-00-11 |
| Sri Lanka (Colombo) ● 2-430-430 (Outside Colombo) ● 112-430-430 |
| St. Barthelemy ✖ 0800 99 00 11 |
| St. Eustatius ✖ 001-800-872-2881 |
| St. Kitts/Nevis ✖ ◆ ▽ ■ 1-800-225-5288 |
| St. Lucia ✖ ◆ ▽ ■ 1-800-225-5288 |
| St. Maarten ✖ 001-800-872-2881 |
| St. Martin ✖ 0800 99 0011 |
| St. Pierre & Miquelon 0800 99 0011 |
| St. Vincent ✖ ◆ ▽ ■ 1-800-225-5288 |
| Suriname ▶ 156 |
| Sweden 020 799 111 |
| Switzerland ● ◇ 0-800-890011 |
| Syria 0-801 |
| Taiwan ◇ 00801-10288-0 |
| Thailand 1-800-0001-33 or 001-999-111-111 |
| Trinidad & Tobago ✖ 1-800-872-2881 |
| Turkey ● 0811-288-0001 |
| Turks & Caicos ✖ ◆ ▽ ■ 1-800-225-5288 |
| U.A.E. ● 0-800-121 (Military) 0-800-151 |
| Ukraine ▲ 0+00-11 |
| UK ▲ ⇒ ◇ 0800-89-0011 or 0500-89-0011 |
| United States 1-800-225-5288 |
| Uruguay ● 000-410 |
| Uzbekistan (Tashkent) 8*641-7440010 |
| Venezuela 0 800 2255 288 or 0 800 5526 288 |
| Vietnam ☒ 1-201-0288 |
| Zambia 00-899 |
| Zimbabwe 110-98990 |