

# In the event of an emergency, we've got you covered

## EMERGENCY ASSISTANCE

**While we hope you never face an emergency situation, it's very important that you know how to get immediate help if you need it. As part of your Aetna Global Benefits (AGB) plan, you have access to emergency assistance for virtually any medical emergency that you may encounter while outside of your home country. So rest assured that should there ever come a time when you need help right away, we'll be there to assist you.**



With our emergency assistance coverage, you have access to the following services:

### EMERGENCY MEDICAL EVACUATION AND REPATRIATION

- Medically necessary emergency evacuations
- Transportation to join a hospitalized member
- Return of dependent children
- Transportation after stabilization
- Emergency medications, vaccines and blood transfers
- Hospital deposit and emergency cash advance
- Repatriation of mortal remains

### MEDICAL ASSISTANCE

- 24/7 access to board-certified emergency physicians
- Preferred access to Western medicine clinics with telemedicine capabilities
- Medical provider referrals
- Case monitoring
- Facilitation of hospital payment
- Transfer of insurance information to medical providers
- Corrective lens/medical device replacement
- Dispatch of doctor/specialist
- Medical record transfer
- Continuous updates to family, employer and physician
- Hotel arrangements for convalescence

As an AGB member, you also have access to the following helpful information through our secure AGB member website located at [www.aetnaglobalbenefits.com](http://www.aetnaglobalbenefits.com):

- Daily security alerts from around the globe
- Country risk assessments
- Tips on traveling safely

**For more information on our Emergency Assistance Program or to use any of the services listed, please contact the AGB International Member Service Center using the telephone number listed on your AGB member ID card.**

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 Global Benefits plans, please refer to [www.aetnaglobalbenefits.com](http://www.aetnaglobalbenefits.com).