Because you have enrolled in the Aetna Student Health Insurance Plan, or have purchased On Call services through Aetna Student Health, you are now protected by On Call International’s worldwide medical information and assistance services whenever you travel 100 or more miles away from your primary residence, or whenever you are traveling in a foreign country. One simple phone call connects you to an array of powerful resources, including:

- Unlimited medical evacuation
- Unlimited medically necessary repatriation
- Hospital admission arrangements assistance
- 24/7 travel arrangement assistance services
- Doctor/dentist/pharmacy referrals
- Translation assistance
- Legal consultation and referrals

For more detailed information about On Call’s services visit: www.aetnastudenthealth.com

This is not your health insurance ID card.

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This is not your health insurance card and may not be used to confirm or verify medical coverage. Aetna Life Insurance Company (Aetna) provides access to certain Accidental Death and Dismemberment (AD&D); Medical Evacuation/Repatriation (MER); Natural Disaster and Political Evacuation (NDPE); and Worldwide Emergency Travel Assistance (WETA) coverages and services through a contractual relationship with On Call International, LLC (On Call). AD&D coverage is underwritten by United States Fire Insurance Company (USFIC) dba Fairmont Specialty. MER, NDPE and WETA membership services are administered by On Call. Aetna and On Call are independent contractors and not employees or agents of the each other. Neither Aetna nor any of its affiliates provides or administers AD&D, MER, NPDE and WETA benefits/services and neither Aetna nor any of its affiliates is responsible in any way for the benefits/services provided by or through On Call. This material is for information only. Plans and programs provided through On Call contain exclusions and limitations. Review the Aetna Student Health Description of On Call Services document for conditions, limitations and exclusions. Information is believed to be accurate as of the production date; however, it is subject to change. Aetna Student HealthSM is the brand name for products and services provided by Aetna Life Insurance Company and its applicable affiliated companies (Aetna).

Your Plan may reimburse you for services provided when care is rendered outside of the United States, subject to the terms of the Master Policy. Whenever coverage provided by any insurance policy is in violation of any U.S., U.N. or EU economic or trade sanctions, such coverage shall be null and void. For example, Aetna companies cannot pay for health care services provided in a country under sanction by the United States unless permitted under a written Office of Foreign Asset Control (OFAC) license. Learn more on the U.S. Treasury’s website at: www.treasury.gov/resource-center/sanctions.

When you contact On Call’s Global Response Center, please have the following information:

- Your name, telephone, and (if possible) fax number and your relationship to patient
- Patient’s name, age, gender, school, reference number and description of condition
- Name, location, and telephone number of hospital if applicable
- Name of treating doctor and telephone where they can be reached now
Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:
Civil Rights Coordinator,
P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),
1-800-648-7817, TTY: 711,
Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).