

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

aetna[®]

Worldwide medical information and assistance

www.aetnastudenthealth.com



Worldwide medical information and assistance

With one phone call, On Call International can provide you with up-to-date worldwide medical information, including:

- Required and recommended vaccines
- Referrals to area hospitals and providers

A student traveling in Mexico was struck by a bus and was admitted to a local hospital. On Call's medical team immediately started monitoring her condition. Because it was determined she would be hospitalized alone for more than seven days, On Call coordinated a round-trip plane ticket for her mother to fly to her bedside. After a week in the hospital, On Call's medical team and the patient's treating physician determined the patient was medically stable enough to travel home. On Call arranged for a nurse escort to accompany her home in upgraded seating.

Membership program

- 24/7 worldwide medical information and assistance*
- Unlimited emergency medical evacuation
- Unlimited medically necessary repatriation
- Visit by family member/friend if hospitalized alone for more than seven days
- Emergency return home in the event of death or life-threatening illness of a parent, sibling or spouse
- Medical monitoring
- Medical/dental/pharmacy referrals
- Hospital deposit arrangements assistance
- Prescription drug replacement assistance
- Pre-trip planning

*This is only an outline of your plan benefits/services. Please refer to the description of covered services found at www.aetnastudenthealth.com for a full description of coverage terms, including exclusions, limitations and benefit maximums.

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 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.

Fully insured student health insurance plans are underwritten by Aetna Life Insurance Company (Aetna). Self-insured plans are funded by the applicable school, with claims administration services provided by Aetna Life Insurance Company. 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.

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Travel assistance

- 24/7 emergency travel arrangement assistance
- Translation assistance
- Emergency travel funds assistance
- Lost travel documents assistance
- Assistance with replacement of credit card/traveler's checks
- Legal consultation and referrals
- Delayed baggage tracking

Security assistance*

- Political evacuation
- Natural disaster evacuation

You can reach On Call by visiting
www.aetnastudenthealth.com.

Call us in the U.S. or Canada at
1-866-525-1956.

Call us collect from anywhere in
the world at **603-328-1956.**



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).

TTY: 711

For language assistance in your language call the number listed on your ID card at no cost. (English)

Para obtener asistencia lingüística en español, llame sin cargo al número que figura en su tarjeta de identificación. (Spanish)

欲取得繁體中文語言協助，請撥打您 ID 卡上所列的號碼，無需付費。(Chinese)

Pour une assistance linguistique en français appeler le numéro indiqué sur votre carte d'identité sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang nakalistang numero sa iyong ID card nang walang bayad. (Tagalog)

Benötigen Sie Hilfe oder Informationen auf Deutsch? Rufen Sie kostenlos die auf Ihrer Versicherungskarte aufgeführte Nummer an. (German)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني المذكور في بطاقتك التعريفية. (Arabic)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo a yo endike nan kat idantifikasyon ou gratis. (French Creole)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente il numero riportato sulla Sua scheda identificativa. (Italian)

日本語で援助をご希望の方は、IDカードに記載されている番号まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받고 싶으시면 보험 ID 카드에 수록된 무료 통화번호로 전화해 주십시오. (Korean)

برای راهنمایی به زبان فارسی، بدون هیچ هزینه ای با شماره ای که بر روی کارت شناسایی شما آمده است تماس بگیرید. انگلیسی (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer podany na karcie ID. (Polish)

Para obter assistência linguística em português ligue para o número grátis listado no seu cartão de identificação. (Portuguese)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру, указанному в вашей ID-карте удостоверения личности. (Russian)

Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số được ghi trên thẻ ID của quý vị. (Vietnamese)