

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 **813-775-0381** collect/direct if the country you are in is not listed.)
- When prompted for the number you are calling, dial 877-248-3608.
- 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:*
877-248-3608

Direct/Collect:
813-775-0381

TDD (Hearing impaired):
800-325-6273

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

E-mail: aiservice@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

*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).

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46.03.394.1-LDS (7/13)

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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.

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**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 ▲ ☒ 00-800-222-5288
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 ● ◇ 0800110015
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 ✖ 8000 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