

Member Website Registration

**Print Digital ID Cards

Your Member ID card

To-dos

- ✓ Keep an eye out for your ID card; It will be coming in the mail
- ✓ Always keep your ID card with you so you have it when you need it
- ✓ Present your ID card every time you receive care

Your member ID number
Use when seeking care and registering online

Member Service Center phone number
If you have questions

aetna Aetna International

PLAN SPONSOR NAME LINE ONE
PLAN SPONSOR NAME LINE TWO
GRP: 111111-011-00101
ISSUER (80840) 9140860054 OPEN CHOICE PPO

ID W1234 56789

NAME
01 JENNIFER Q
02 JONATHAN
03 CAITLIN Q
04 EMILY Q S
05 KARA Q SA
RX BIN# 6

www.aetnainternational.com PAYER NUMBER 60054 0049
TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA
U.S. PROVIDERS - 1-888-632-3862
OUTSIDE U.S. PROVIDERS - ATT Access Code + 855-829-9558
FAX CLAIMS- ATT Access Code + 800-475-8751
Providers, this card does not guarantee coverage;
call the numbers above to verify eligibility.

Precertification of a U.S.A hospitalization is required to receive full benefits.
U.S.A. Emergency admissions must be certified within 48 hours

Mail Claims to the following address:

Aetna Life Insurance Company
P.O. BOX 981543
EL PASO TX 79998 1543

MEMBERS CALL AT&T ACCESS CODE+ 1-800-231-7729
FAX CLAIMS AT&T ACCESS CODE 1-800-475-8751

Log In/Registration

Go to www.AetnaInternational.com, Click on "Log In/Register"

The screenshot displays the Aetna website's navigation and login options. The Aetna logo is in the top left. The top navigation bar includes links for Home, Get a Quote, News, Contact Us, and a Search bar. A dropdown menu is open for "Log In / Register", which is highlighted by a purple arrow. This dropdown contains "Member Log In / Register" with a "Log in/Register" button (pointed to by another purple arrow), "Forgot User name? >", "Forgot Password? >", and "Interglobal Members Log In >". Below this, a "Log-in to:" section has buttons for "Employers >", "Brokers >", and "Providers >". A third purple arrow points to the "Log in/Registration" button on the main page. At the bottom, a green banner contains the text "Looking for international health insurance? Get an online quote now >" and "More about Aetna International > our plans for individuals and families >".

Log In/Registration

aetna®

Home | Get a Quote | News | Contact Us | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us | Well-Being | **Log In / Register**

Log in to your online account

Your plan and your health in one place.

Email or username

Password

[Forgot email or username?](#)
[Forgot password?](#)

Log in

Don't have an account?
It only takes a minute to sign up for your online Account

Register

Feedback

If you are a new member or have not yet registered, please click the "Register" button and follow the instructions.

Registration (continued)

To create an account you will need to share some personal information.

1. Enter your first and last name
2. Type in the day, month and year you were born
3. Select "Aetna International Plan Member"
4. Enter your Member ID
5. Read and Check "I accept the terms & conditions"
6. Click "Get Started"

The screenshot shows the Aetna website's registration page. At the top, the Aetna logo is on the left, and navigation links for Home, Get a Quote, News, and Contact Us are on the right. Below the logo is a search bar and a menu with options: Individuals & Families, Employers, Governments, Brokers, Providers, About Us, and Well-Being. A 'Log In / Register' button is also present. The main heading reads 'Let's make staying healthy a little easier for you'. Below this is a sub-heading 'Your name' with the instruction 'As it appears on your Member ID card'. There are two input fields for 'First name' and 'Last name', with a purple arrow labeled '1' pointing to the 'First name' field. A checkbox labeled 'I only use one name' is below these fields. The next section is 'Your date of birth', with three input fields for 'D D', 'M M', and 'Y Y Y Y', with a purple arrow labeled '2' pointing to the 'Y Y Y Y' field. Below this is 'Your plan type', with two radio button options: 'Aetna International Plan Member' (selected) and 'Aetna WorldTraveler Plan Member', with a purple arrow labeled '3' pointing to the first option. The next section is 'Member ID', with an input field and a purple arrow labeled '4' pointing to it. Below this is a checkbox labeled 'I accept the terms & conditions', with a purple arrow labeled '5' pointing to it. Finally, a 'Get Started' button is at the bottom, with a purple arrow labeled '6' pointing to it.

aetna® Home | Get a Quote | News | Contact Us Search

Individuals & Families ▾ Employers ▾ Governments ▾ Brokers ▾ Providers ▾ About Us ▾ Well-Being ▾ Log In / Register ▾

Let's make staying healthy a little easier for you

It only takes a minute to sign up for your online account to get quick and easy access to:

- ✓ Tools and support to keep you healthy
- ✓ Search for medical providers in your area
- ✓ Make simple and hassle free claims

Your name
As it appears on your Member ID card

First name

Last name

I only use one name

Your date of birth

D D M M Y Y Y Y

Your plan type

Aetna International Plan Member

Aetna WorldTraveler Plan Member

Member ID

I accept the terms & conditions

Get Started

Create login – all members

1. Please fill in your personal email, then repeat to confirm
2. Create a unique username
3. Create a password for account
4. Repeat that password to confirm account password
5. Select security question from the dropdown with a memorable answer unique to you
6. Click "Continue"

Let's get started

Membership validated

Create your login details

Avoid using your name, birthdates, membership ID or repeating characters.

Your email address

Email address

Confirm your email address

Your username

Create a username

Your username must contain the following:

- 8-40 characters
- at least 1 letter
- no special characters other than @

Your password

Create a password

You password must contain the following:

- 8-20 characters
- a number
- an uppercase letter
- a lowercase letter

Confirm your password

Your security question

Select a security question

Answer to security question

Continue

Confirm preferences

Let's get started

Your information and preferences

Add a second line of copy here

Your preferences

Destination country **1**

Destination city (optional)

Language **2**

Country of citizenship

Select country **3**

4

1. Select your country from the dropdown
2. Select preferred language from the dropdown
3. Select country of citizenship from dropdown
4. Click "Register"

Need help?

If you're having trouble logging in, don't worry, you can always contact the Aetna International support team using the number listed on your ID card, or find answers on our dedicated help pages.

Trouble logging in or registering?

[Help with registration](#)

Contact our support team

[Find your local contact number](#)

My plan and me

“View ID cards” will take you to Aetna.com where you can view and print your ID cards.

In your plan documents section, you can find member kit materials and other relevant plan information.

The screenshot displays the Aetna website interface. At the top, there is a purple header with the text "ID Card". Below this, a form titled "Select member, card type, and click view ID card" contains a "Member name" dropdown menu set to "SUBSCRIBER (You)", a "Card type" section with radio buttons for "Medical" (selected) and "Dental", and a purple "View ID Card" button. To the right of the form, there are three informational sections: "To make the most of your health plan, be sure your doctor is in network. Check in Provider Search", "More about your ID card" explaining that a separate card is not needed for all products, and "What if the information on your card is wrong?" providing instructions on how to report incorrect information. Below the form, a section titled "View ID Card: SUBSCRIBER" includes a "Print/Download ID Card" button and a note: "Your last ID card was mailed on 1/1/2017". The main content area shows a preview of an Aetna ID card with the following details: ID W1234 56789, CHOICE POS II, NAME 01 SUBSCRIBER, RX BIN# 610502, HEALTH PLAN (80840) 9140860054, GRP: 123456-010-00002, PCP: ABC FAMILY PRACTICE, and a list of dependents (02, 03, 04, 05) with their respective PCPs. At the bottom, a "Your plan documents" section features six document icons labeled "DOC" with titles: "Member Kit Core Brochure - English", "Member Kit Core Brochure - Spanish", "Member Kit Core Brochure - Japanese", "Member Kit Core Brochure - French", "Member Kit Core Brochure - Portuguese", and "Pre-trip Planning Brochure".

Contact information



Telephone inquiries:

800-231-7729 (Toll-Free from virtually anywhere in the world)

813-775-0190 (Direct dial and collect from outside U.S.)

E-mail Inquiries: aiservice@aetna.com



To submit claims by fax:

800-475-8751 (Toll-Free from virtually anywhere in the world)

859-425-3363 (Inside U.S.)



To submit claims by mail:

Aetna International/ Aetna
P.O. Box 981543
El Paso, TX 79998-1543, USA