Providing assistance when it’s needed most

AGB GLOBAL EMERGENCY ASSISTANCE PROGRAM

ROUND-THE-CLOCK ASSISTANCE FOR MEDICAL EMERGENCIES

Medical emergencies can leave your employees feeling overwhelmed and unprepared — especially in a foreign country. Imagine them being involved in a serious car accident outside of a remote Chinese village — but there are no medical facilities nearby that are equipped to handle their extensive injuries. Where would they turn to for help?

That’s why in a world of uncertainty and growing security concerns, the Aetna Global Benefits (AGB) Global Emergency Assistance Program gives your employees the comfort of knowing help is available 24 hours a day, 365 days a year. We’ll seamlessly coordinate care and case management regardless of where your employees live, work and travel. And in collaboration with our emergency evacuation partner, On Call International, we can coordinate medically necessary evacuations or transportations to a facility best equipped to handle the medical emergency. A single call to our Emergency telephone number launches live coordination of the medical evacuation process based on the employee’s emergency situation.

MORE THAN JUST MEDICAL AID

When on assignment, the last thing your employees can afford to lose is their passport. That’s why in addition to emergency medical assistance, we can also help with non-medical travel emergencies such as recovery or replacement of lost or stolen travel documents, translations, legal referrals and even pet returns.*

Aetna Global Benefits®

Emergency Assistance snapshot

- Emergency medical evacuation and repatriation
- Medical assistance, including medical referrals and dispatch of medicine/vaccines
- Additional travel assistance services

More than just medical aid

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*Travel assistance services at not covered under the AGB plan. Utilization of these services may incur additional charges that will be the member’s responsibility. See the next page for a complete list of the available travel assistance services.
At your service — anytime, anywhere.

PROGRAM INFORMATION

Emergency Medical Evacuation
- Emergency or urgent medical evacuation
- Medical repatriation coordination
- Return of mortal remains
- Return of dependent children
- Companion travel coordination

Medical Assistance
- Pre-trip planning
- Medical, dental and pharmacy referrals
- Facilitation of hospital payment
- Dispatch of medicine/vaccines
- Dispatch of doctor/nurse

Travel Assistance (not covered under the AGB plan)
- Return of traveling companion
- Travel assistance
- Translation and interpreters
- Emergency cash advance assistance
- Deposits, advances and guarantees
- Replacement of lost traveling documents assistance
- Emergency message forwarding assistance
- Legal referral
- Lost luggage assistance
- Bail bond assistance
- Pet return

We take care of benefits, so you can take care of business.

To learn more, contact your AGB representative, broker or consultant or visit us on the Web at www.aetnaglobalbenefits.com.

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.

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