



Claims Submission Instructions

Aetna International provides convenient ways to submit a claim including fax, online or e-mail. We have many options available for our members to make the process easy and convenient possible. Below are the steps to submit a claim.

Regardless of the submission selection you chose, please be sure and follow these initial steps to ensure your claim is processed in a timely manner with no delays.

1. Complete a claim form

Forms are available in your member kit or on the Aetna International secure member website at <http://www.aetnainternational.com/sites/ge>.

The itemized claim must include:

- Diagnosis
- Complete name and address of the provider
- Complete description of all services
- Detailed charge for each service
- How much was charged for each service
- Member's name and policy number from the Aetna International member ID card

2. Copy all receipts on lettersized paper. Be certain that all receipts are legible prior to sending. Fax machines have a tendency to distort print during submission.

3. Write your Social Security number or assigned identification number on each piece of paper.

To submit your claim via Facsimile:

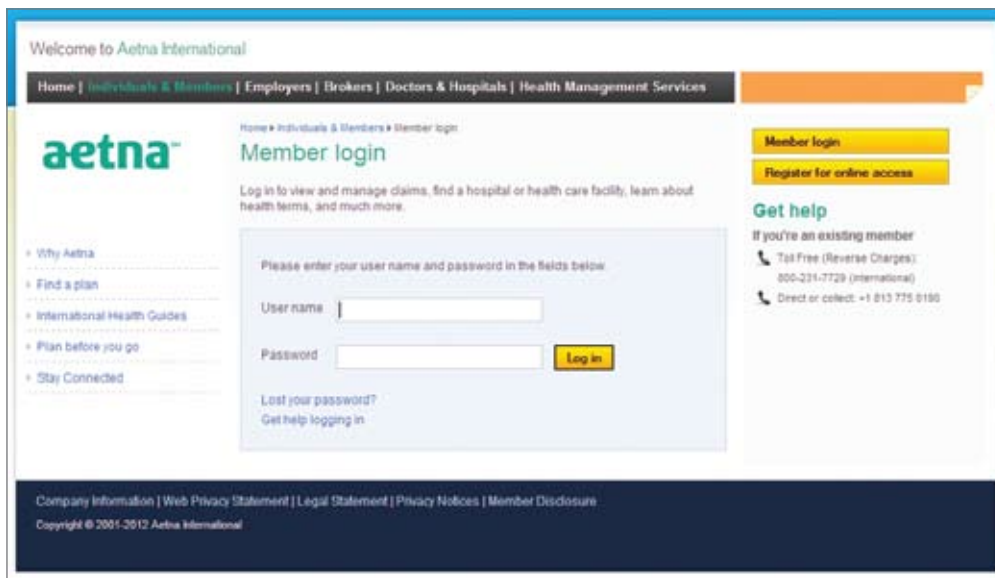
1. Complete fax coversheet. Include date, total number of pages in submission, and your contact information (telephone and fax numbers and e-mail address). If any of the documents in your transmission are illegible or missing, you will be contacted, via fax, within 24 hours.
2. Fax your completed claim form, coversheet and receipts to Aetna International's Service Center at **877-287-1938 (toll free)** or **813-775-0195 (direct)**.

To submit your claim via the Internet:

1. Use the online submission tool by visiting the Aetna International secure member website at <http://www.aetnainternational.com/sites/ge>.
2. Upload completed claim forms and related invoices and receipts securely while logged on to the secure member website.
3. Once you complete your submission, you'll receive a reference tracking number that can be used when requesting information on the status of a claim.
4. In addition, you'll have the ability to view your history and status of past submissions completed online.

To submit your claim via E-mail:

1. Claim status inquiries may be submitted via e-mail to aige@aetna.com.
2. Please allow up to 14 days for claims to be processed, as well as additional time for payments (e.g., electronic reimbursements via your bank (1-5 days) or paper check (several weeks for mailing time)).
3. Aetna International will store your banking details for future claim reimbursements if you submit banking details via our secure, online Recurring Reimbursement Request (RRE) Tool on the Aetna International secure member website at <http://www.aetnainternational.com/sites/ge> or fax the RRE form to us at the claims fax number provided. The forms are available online.



Log in to our secure member website anytime to see the current status of your claim, get important updates and information or see your claim history.

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Aetna does not provide care or guarantee access to health services. Not all health services are covered. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional. 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.

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