



Delivering confidence

**International health care
solutions for governments**

[AetnaInternational.com](https://www.aetnainternational.com)

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Your personnel and their families around the globe need the peace of mind and confidence that comes from a comprehensive benefits strategy offered by an experienced industry leader.

As part of CVS Health®, a Fortune 4 company, we work together to deliver seamless support and local access to quality care. With our 165+ year heritage and nearly 60 years serving government and diplomatic organizations, your personnel and their families will benefit from personalized, integrated care and leading-edge resources. You'll benefit from a healthy, productive workforce and a better bottom line.

Our pledge

We'll deliver the tools and support your personnel and their families need by:



Making it simple

Make a complicated system easier



Being local

The right care at the right time, right where it's needed



Improving health

Help members get healthier with tools and resources

We make it simple

A big part of helping your personnel and their families manage their health and well-being is making sure the experience is easy.

Information...whenever and wherever it's needed

Whether our members want to speak with our knowledgeable Member Service team or find what they need online, we make it easy by giving them 24/7 access to:

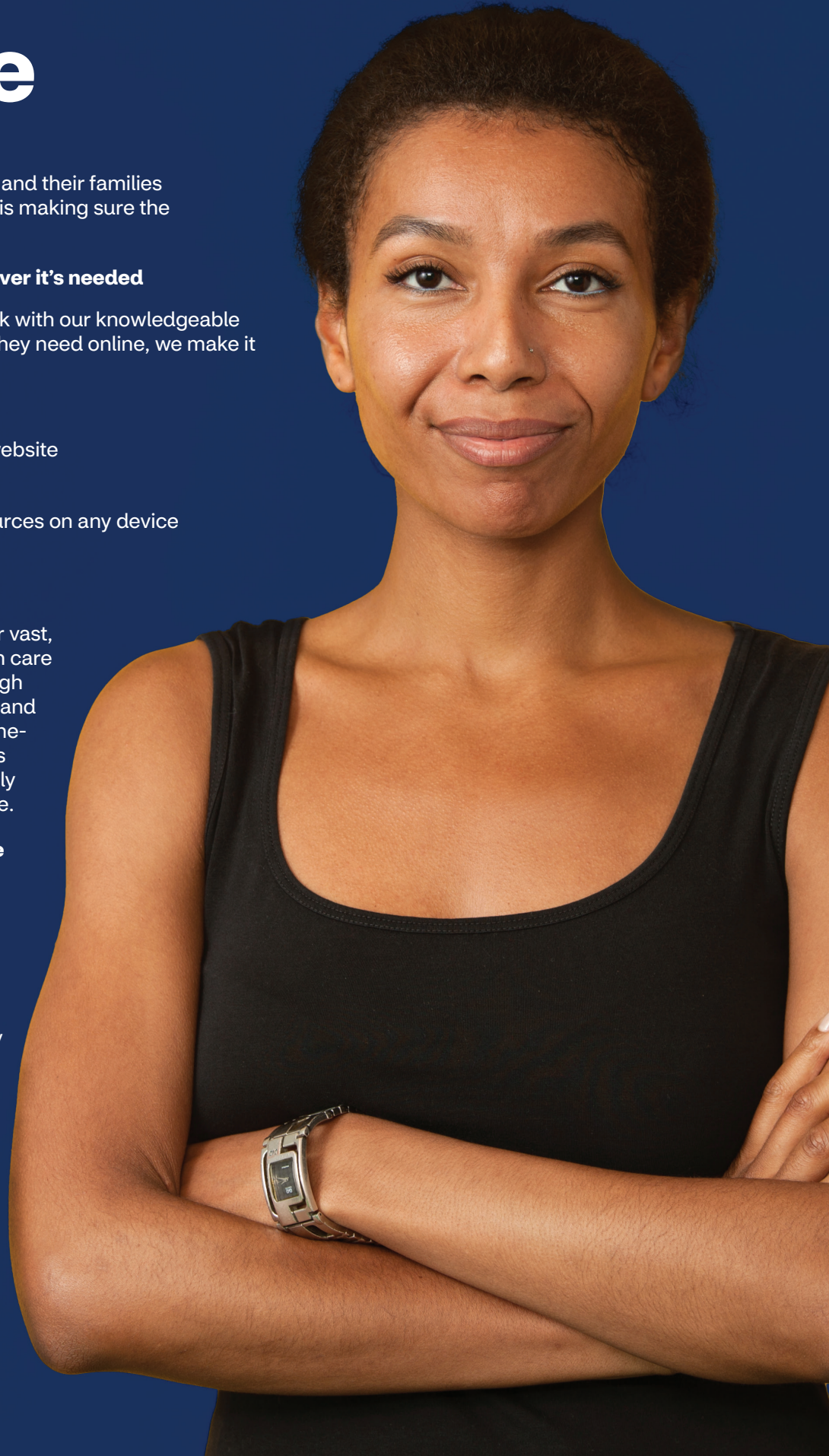
- Multilingual Member Service reps
- A secure, personalized member website
- The Aetna Health app
- Digital tools, programs and resources on any device — computer, phone or tablet

Easy access to care

We make care more convenient. Our vast, global network of doctors and health care facilities offers affordable care through 165,000+ providers outside the U.S. and 1.4 million in the U.S. We also offer one-time direct settlement arrangements if your personnel or one of their family members needs out-of-network care.

24/7 clinical support and guidance

Our clinical Care and Response Excellence (CARE) team provides multilingual support for acute and chronic conditions, pre-trip and post assignment planning, clinical precertification, getting medical devices or prescriptions, emergency evacuation services and so much more. We worry about the details, so your personnel doesn't have to.



We're redefining local care

One of the most impactful ways we can help your diplomatic personnel and their families live their healthiest lives is by being right where they are. We understand the value of having a presence in the communities where we do business.

Quality care all over the world

Because of our strong network of health care providers, your personnel and their families can count on having access to quality care no matter where they are.



Our U.S. network



Over 1.4M providers



5,700 hospitals



and 68,000 pharmacies



Our network outside the U.S. — Quality, affordable care when members need treatment outside the U.S.



Health clinics — Local options including CVS MinuteClinics and HealthHUBs in the U.S.



70% of the population live within three miles of a CVS Pharmacy.¹

Virtual care — now more than ever

Your personnel and their families also have access to 24/7 medical care for non-urgent health needs. They can speak with a licensed doctor by web, phone or mobile app. Teladoc® doctors can treat many conditions, like cold and flu symptoms, sinus infection, bronchitis, and more.

- Save time — no travel and no waiting rooms
- Receive quality care — Be seen anytime, anywhere via video or telephone
- Get prescriptions — Sent to the pharmacy of their choice
- Save money — Telehealth visits cost less than the ER or an urgent care center

Digital tools that go places

Your personnel and their family members need access to information and tools to help manage their health and well-being no matter where they are in the world. Our personalized, secure member website and mobile apps allow them to:

- Find nearby doctors and hospitals
- Access their digital Member ID card
- Submit claims faster and easier
- Browse health and wellness topics
- Take advantage of health and wellness programs

*Teladoc operates subject to state regulations 1 CVS Health® EnterpriseAnalytics, 2018



We're helping improve health

You deserve a health and well-being partner that offers a seamless health care experience. One that offers the best possible support for your personnel and their families and is also valuable to you as an organization. We're that partner.

24/7 clinical support and guidance

When faced with important health care decisions, having reliable, trust-worthy information often results in better health and financial outcomes. That's where the Aetna International CARE Team comes in. Our CARE team advocates for your personnel and their families when they:

- Need help navigating the complexities of the health care system
- Have questions about their benefits, a medical procedure or new medications
- Are managing a chronic or complex health condition

The CARE Team's job is to identify member needs, share resources with them, and educate and advocate for them with the ultimate goal of improving their health by:

- Enhancing the coordination of care between medical providers
- Helping increase our members' engagement in their own health and well-being
- Reducing hospital visits

The CARE Team — a 24/7 clinical resource that's completely free and part of all of our plans — will help your personnel and their family members get the best quality of care for the lowest possible cost.

A woman with dark hair in a ponytail, wearing a light grey hoodie and teal shorts, stands on a grassy cliff overlooking the ocean. She has a large blue and black backpack on her back and is looking out at the sea under a cloudy sky.

Medication shipped right to you

With CVS Caremark® Mail Service Pharmacy, your personnel and their family members can get their maintenance medications sent directly to their home or another convenient location. It's efficient and reliable.

- No trips to the pharmacy
- Free standard shipping
- Unmarked, secure packaging for privacy
- Automatic refill reminders



Aetna Well-being

Right now, organizations are navigating one of the most challenging times in recent memory, especially as it relates to workforce retention. The good news is that we can help you protect and retain your personnel with Aetna Well-being — our broad range of physical and mental well-being tools built right into all of our plans, at no additional cost to you or your personnel. Aetna Well-being offers self-help resources and professional services designed to help your personnel and their family members stay healthy before they ever need care.



Mind — For mental and emotional well-being



Living and working abroad —
Make informed decisions in a
new environment



Body — To help maintain physical health



Member offers — Special deals on
great health and well-being apps
and services



Aetna Emergency Assistance

We want to make sure your personnel and their families have an ally in the event of a medical emergency. Our in-house Aetna Assistance team of medical directors, clinicians, care managers and operations experts will support them by:

- Quickly communicating with their doctors to determine best treatment options
- Helping them make informed decisions about care options
- Arranging the best available care to help ensure the best possible health outcomes

Strength and experience to help you succeed

We join your diplomatic personnel and their families on their global journeys. From human touch to innovative self-service tools, we're helping them navigate the complex world of international health care. Inpats and expats, local and third country nationals, diplomats, students and business travelers all want the peace-of-mind that comes from having one of the industry's largest and most connected global health benefits providers on their side.



Customers and members agree, our account management team is tops — ranking 4.7 out of 5 in a recent survey.²

Your dedicated Aetna International account management team works as an extension of your benefits department and will:



Map out key milestones for a smooth transition



Appoint an implementation team to do the heavy lifting



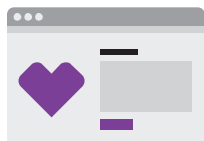
Coordinate real-time input from our team of global experts



Simplify and drive impactful communication plans



Be your trusted strategic partner and consultative plan expert on trends, innovations, service, financial analysis and renewal activity



Plus, you'll have access to a secure online Member Enrollment System for easier, faster and more convenient benefits enrollment and management.

² Based on an evaluation study of 2017-2021 data, conducted Dec. 2021.



Our commitment to compliance

The health care and benefits regulatory environment around the globe is complex. And, because employers in the U.S. are required to offer their employees health benefits or be subject to penalties, having a health benefits partner that understands the rules and how to keep you compliant is critical.

We invest to understand our industry's constantly evolving legal and regulatory requirements so that we can best serve you and your personnel with integrity. Aetna International fosters a culture of compliance, championing integrity by building a business where:

- Compliance metrics are as important as financial metrics
- Mistakes are minimized and promises are upheld
- Compliance measures are part of every Aetna International employee's performance evaluation

We want to be your health care partner, helping you maximize the value of your benefits package. Together we can achieve your health benefit and cost savings goals while transforming the experience for your personnel and their families.

To learn more, contact your Aetna International sales executive or visit

<https://cloud.em.aetnainternational.com/government-home>

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