

# Guarantee of Payment (GOP) - Where to Contact

This listing applies **ONLY** to and is for the use of the Missions/Missionaries of The Church of Jesus Christ of Latter-day Saints

Country/Area	GOP Email ( <i>Preferred</i> )	GOP Phone #
<b>Africa Central Area</b> ( <i>except Ethiopia, Kenya, Rwanda, Tanzania, &amp; Uganda</i> )	<a href="mailto:agb@mso.co.za">agb@mso.co.za</a>	<b>MSO</b> +27 (11) 259-5393 (MSO 24/7 Clinical Line)
<b>Africa South Area</b> ( <i>except South Africa</i> )	<a href="mailto:agb@mso.co.za">agb@mso.co.za</a>	<b>MSO</b> +27 (11) 259-5393 (MSO 24/7 Clinical Line)
<b>Africa West Area</b>	<a href="mailto:agb@mso.co.za">agb@mso.co.za</a>	<b>MSO</b> +27 (11) 259-5393 (MSO 24/7 Clinical Line)
<b>Albania</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
<b>Argentina - Senior Missionaries</b>	No email.	<b>MD Abroad</b> +54 (11) 5217 5841
<b>Argentina - Young Missionaries</b>	See " <b>How the Program Works</b> " document on the <b>Argentina</b> page of the custom website Aetna has created for the Missions/Missionaries to use for more information	<b>Swiss Medical</b> 0810-444-7700
<b>Armenia</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +7 495 255 1483
<b>Australia and New Zealand</b>	<a href="mailto:sydney@euro-center.com">sydney@euro-center.com</a>	<b>Euro-Center Sydney</b> 6(128) 274-5700
<b>Belarus</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +7 495 255 1483
<b>Belgium</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +46 81 211 11 83
<b>Bolivia</b>	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
<b>Bosnia</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
<b>Brazil</b>	See " <b>How the Program Works</b> " document on the <b>Brazil</b> page of the custom website Aetna has created for the Missions/Missionaries to use for more information.	<b>SulAmerica Service Call Centers (24/7)</b> <b>In and around state capitals:</b> 4004-5900 <b>All other regions of Brazil:</b> 0800-970-0500
<b>Bulgaria</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
<b>BYU China Teachers Program</b>	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
<b>Cambodia</b>	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
<b>Canada</b>	No GOPs Required	No GOPs Required
<b>Cape Verde</b>	<a href="mailto:agb@mso.co.za">agb@mso.co.za</a>	<b>MSO</b> +27 (11) 259-5393 (MSO 24/7 Clinical Line)
<b>Caribbean</b> ( <i>all Islands except Jamaica and Trinidad</i> )	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
<b>Chile</b>	<a href="mailto:medcare@AP-Companies.com">medcare@AP-Companies.com</a>	<b>AP Companies</b> +56 225 814 896
<b>Columbia</b>	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
<b>Costa Rica</b>	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
<b>Croatia</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
<b>Cyprus</b>	<a href="mailto:Aetna@healthwatch.gr">Aetna@healthwatch.gr</a>	<b>Health Watch</b> 30 2310 689067
<b>Czech Republic</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
<b>Denmark</b>	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +47 219 55 821
<b>Dominican Republic</b>	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free

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Ecuador	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
El Salvadore and Belize	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Estonia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +358 9 42704750
Ethiopia	<a href="mailto:ami.claims@medilinkworld.com">ami.claims@medilinkworld.com</a> Include in the subject line: <b>IMPORTANT - CLDS - PREAUTHORIZATION REQUEST</b>	<b>Africa Medilink</b> For <b>EMERGENCY ESCALATIONS ONLY</b> + 254 735 200300, +254 735 200301, or +254 735 200304
Finland	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +358 9 42704750
France	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +33 1 82 88 13 65
Georgia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +7 495 255 1483
Germany	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +49 7119 3709491
Greece	<a href="mailto:Aetna@healthwatch.gr">Aetna@healthwatch.gr</a>	<b>Health Watch</b> 30 2310 689067
Guam	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Guatemala	<a href="mailto:autorizaciones@universales.com">autorizaciones@universales.com</a>	<b>Universales</b> 5630-3195
Haiti	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Herzegovina	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
Honduras	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Hong Kong	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Hungary	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
India	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Indonesia	<a href="mailto:case.managers@fullertonhealth.com">case.managers@fullertonhealth.com</a> Cc: <a href="mailto:evo.silalahi@fullertonhealth.com">evo.silalahi@fullertonhealth.com</a>	<b>Fullerton</b> +6221 29976312 Direct
Island of Jamaica	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Island of Trinidad	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Italy	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +49 7119 3709491
Japan	<a href="mailto:sydney@euro-center.com">sydney@euro-center.com</a>	<b>Euro-Center Sydney</b> 6(128) 274-5700
Kenya	<a href="mailto:ami.claims@medilinkworld.com">ami.claims@medilinkworld.com</a> Include in the subject line: <b>IMPORTANT - CLDS - PREAUTHORIZATION REQUEST</b>	<b>Africa Medilink</b> For <b>EMERGENCY ESCALATIONS ONLY</b> + 254 735 200300, +254 735 200301, or +254 735 200304
Laos	<a href="mailto:sydney@euro-center.com">sydney@euro-center.com</a>	<b>Euro-Center Sydney</b> 6(128) 274-5700
Latvia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +358 9 42704750
Lithuania	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +358 9 42704750
Malaysia	Inpatient Team: <a href="mailto:adm@medix.com.my">adm@medix.com.my</a> Outpatient Team: <a href="mailto:hct@medix.com.my">hct@medix.com.my</a>	<b>Medi Express</b> Local toll free: 1 300-80-0020 General Line: +603-7884 1818

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Mexico	See "How the Program Works" document on the <b>Mexico</b> page of the custom website Aetna has created for the Missions/Missionaries to use for more information.	<b>Singeria</b> 800 000 0277 (Mexico free of charge) 5249 8383 (within Mexico City) 01 (55) 5249 8383 (Outside of Mexico City)
Micronesia	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Mongolia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +7 495 255 1483
Montenegro	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
Netherlands	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +46 81 211 11 83
Nicaragua	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Norway	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +47 219 55 821
Pacific Islands	<a href="mailto:sydney@euro-center.com">sydney@euro-center.com</a>	<b>Euro Center Sydney</b> 6(128) 274-5700
Pakistan	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Panama	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Paraguay	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Peru	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Philippines	<a href="mailto:LDS@aveha.net.ph">LDS@aveha.net.ph</a> or <a href="mailto:yourhealthhotline@medicareplus.com.ph">yourhealthhotline@medicareplus.com.ph</a>	<b>Avega: In-Network Solution</b> (02) 8773-2063  <b>Medicare Plus: Out-of-Network Solution</b> 63 9190585858 or +63 289951920
Poland	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
Portugal	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +49 7119 3709491
Puerto Rico	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Republic of Ireland	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +49 7119 3709491
Repuclic of Congo	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Romania	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
Russia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +7 495 255 1483
Rwanda	<a href="mailto:aml.claims@medilinkworld.com">aml.claims@medilinkworld.com</a> Include in the subject line: <b>IMPORTANT - CLDS - PREAUTHORIZATION REQUEST</b>	<b>Africa Medilink</b> For <b>EMERGENCY ESCALATIONS ONLY</b> + 254 735 200300, +254 735 200301, or +254 735 200304
Serbia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
Singapore	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Slovakia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
Slovenia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +359 2 491 7023
South Africa	<a href="mailto:clds.capetown@euro-center.com">clds.capetown@euro-center.com</a>	<b>Euro-Center Cape Town</b> +27 (0)21 300 1858

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South Korea	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Spain	<a href="mailto:h24@mcimanager.com">h24@mcimanager.com</a>	<b>MCI</b> 34 913 016 388
Sweden	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +46 81 211 11 83
Taiwan	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Tanzania	<a href="mailto:ami.claims@medilinkworld.com">ami.claims@medilinkworld.com</a> Include in the subject line: <b>IMPORTANT - CLDS - PREAUTHORIZATION REQUEST</b>	<b>Africa Medilink</b> For <b>EMERGENCY ESCALATIONS ONLY</b> + 254 735 200300, +254 735 200301, or +254 735 200304
Thailand	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Turkey	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451
Uganda	<a href="mailto:ami.claims@medilinkworld.com">ami.claims@medilinkworld.com</a> Include in the subject line: <b>IMPORTANT - CLDS - PREAUTHORIZATION REQUEST</b>	<b>Africa Medilink</b> For <b>EMERGENCY ESCALATIONS ONLY</b> + 254 735 200300, +254 735 200301, or +254 735 200304
Ukraine	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +380 48 710 0103
United Kingdom (England, North Ireland, Scotland, and Wales)	<a href="mailto:managedcare@healix.com">managedcare@healix.com</a> & <a href="mailto:Aetna@healix.com">Aetna@healix.com</a>	<b>Healix</b> 0-203-640-6830
Uruguay	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Vietnam	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 1-813-775-0451