

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 #
Africa Central Area (<i>except Kenya, Republic of Congo, Tanzania, & Uganda</i>)	agb@mso.co.za	MSO +27 (11) 259-5393 (MSO 24/7 Clinical Line)
Africa South Area	agb@mso.co.za	MSO +27 (11) 259-5393 (MSO 24/7 Clinical Line)
Africa West Area	agb@mso.co.za	MSO +27 (11) 259-5393 (MSO 24/7 Clinical Line)
Albania	agb@ap-companies.com	AP Companies 3(592) 492-8384
Argentina - Young Missionaries	See " <i>How the Program Works</i> " document on the Argentina page of the custom website Aetna has created for the Missions/Missionaries to use for more information	Swiss Medical 0810-444-7700
Argentina - Senior Missionaries	No email.	MD Abroad +54 (11) 5217 5841
Armenia	agb@ap-companies.com	AP Companies 3(592) 492-8384
Australia and New Zealand	sydney@euro-center.com	Euro Center Sydney 6(128) 274-5700
Belarus	agb@ap-companies.com	AP Companies 7-495-255-1483
Belgium	agb@ap-companies.com	AP Companies 4-681-211-1183
Bolivia	aetna-lds@gmml.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Bosnia	agb@ap-companies.com	AP Companies 7-495-255-1483
Brazil	See " <i>How the Program Works</i> " document on the Brazil page of the custom website Aetna has created for the Missions/Missionaries to use for more information.	SulAmerica Service Call Centers (24/7) In and around state capitals: 4004-5900 All other regions of Brazil: 0800-970-0500
Bulgaria	agb@ap-companies.com	AP Companies 3(592) 491-7023
BYU China Teachers Program	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Cambodia	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Canada	No GOPs Required	No GOPs Required
Cape Verde	agb@mso.co.za	MSO +27 (11) 259-5393 (MSO 24/7 Clinical Line)
Caribbean (<i>all Islands except Jamaica and Trinidad</i>)	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Chile	medcare@AP-Companies.com	AP Companies +56 225 814 896
Columbia	aetna-lds@gmml.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Costa Rica	aetna-lds@gmml.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Croatia	agb@ap-companies.com	AP Companies 7-495-255-1483
Cyprus	Aetna@healthwatch.gr	Health Watch 30 2310 689067
Czech Republic	agb@ap-companies.com	AP Companies 7-495-255-1483

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Denmark	agb@ap-companies.com	AP Companies 47 (21) 955821
Dominican Republic	aetna-lds@gmmi.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Ecuador	aetna-lds@gmmi.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
El Salvadore and Belize	aetna-lds@gmmi.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Estonia	agb@ap-companies.com	AP Companies 7-495-255-1483
Finland	agb@ap-companies.com	AP Companies 358 942 704 750
France	agb@ap-companies.com	AP Companies 33 1828 81365
Georgia	agb@ap-companies.com	AP Companies 3(592) 492-8384
Germany	agb@ap-companies.com	AP Companies 497-1193-709-491
Greece	Aetna@healthwatch.gr	Health Watch 30 2310 689067
Guam	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Guatemala	autorizaciones@universales.com	Universales 5630-3195
Haiti	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Herzegovina	agb@ap-companies.com	AP Companies 7-495-255-1483
Honduras	aetna-lds@gmmi.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Hong Kong	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Hungary	agb@ap-companies.com	AP Companies 497-1193-709-491
India	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Indonesia	case.managers@fullertonhealth.com Cc: evo.silalahi@fullertonhealth.com	Fullerton +6221 29976312 Direct
Island of Jamaica	aetna-lds@gmmi.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Island of Trinidad	aetna-lds@gmmi.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Italy	agb@ap-companies.com	AP Companies 497-1193-709-491
Japan	sydney@euro-center.com	Euro Center Sydney 6(128) 274-5700
Kenya	preauth@executive-healthcare.com	EHS +254 737 786 121
Laos	sydney@euro-center.com	Euro Center Sydney 6(128) 274-5700
Latvia	agb@ap-companies.com	AP Companies 7-495-255-1483

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Lithuania	agb@ap-companies.com	AP Companies 7-495-255-1483
Malaysia	Inpatient Team: adm@medix.com.my Outpatient Team: hct@medix.com.my	Medi Express Local toll free: 1 300-80-0020 General Line: +603-7884 1818
Mexico	See " <i>How the Program Works</i> " document on the Mexico page of the custom website Aetna has created for the Missions/Missionaries to use for more information.	Singeria 800 000 0277 (Mexico free of charge) 5249 8383 (within Mexico City) 01 (55) 5249 8383 (Outside of Mexico City)
Micronesia	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Mongolia	agb@ap-companies.com	AP Companies 7-495-255-1483
Montenegro	agb@ap-companies.com	AP Companies 7-495-255-1483
Netherlands	agb@ap-companies.com	AP Companies 4-681-211-1183
Nicaragua	aetna-lds@gmml.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Norway	agb@ap-companies.com	AP Companies 47 (21) 955821
Pacific Islands	sydney@euro-center.com	Euro Center Sydney 6(128) 274-5700
Pakistan	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Panama	aetna-lds@gmml.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Paraguay	aetna-lds@gmml.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Peru	aetna-lds@gmml.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Philippines	aetnasupport@maxicare.com.ph	Maxicare In Manila: 8582 1965 Outside Manila: (632)8582 1965 or (02)8582 1965
Poland	agb@ap-companies.com	AP Companies 4-681-211-1183
Portugal	agb@ap-companies.com	AP Companies 497-1193-709-491
Puerto Rico	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Repuclic of Congo	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Republic of Ireland	agb@ap-companies.com	AP Companies 497-1193-709-491
Romania	agb@ap-companies.com	AP Companies 497-1193-709-491
Russia	agb@ap-companies.com	AP Companies 7-495-255-1483
Serbia	agb@ap-companies.com	AP Companies 7-495-255-1483
Singapore	AILOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct

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Slovakia	agb@ap-companies.com	AP Companies 7-495-255-1483
Slovenia	agb@ap-companies.com	AP Companies 7-495-255-1483
South Korea	AIOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Spain	h24@mcimanager.com	MCI 34 913 016 388
Sweden	agb@ap-companies.com	AP Companies +46 81 21 11183
Taiwan	AIOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Tanzania	preauth@executive-healthcare.com	EHS +254 737 786 121
Thailand	AIOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct
Turkey	agb@ap-companies.com	AP Companies 1(813) 775-0141
Uganda	aetnaclaims@medilinkworld.com Include in the subject line: IMPORTANT - CLDS - PREAUTHORIZATION REQUEST	Africa Medilink For EMERGENCY ESCALATIONS ONLY + 254 735 200300, +254 735 200301, or +254 735 200304
Ukraine	agb@ap-companies.com	AP Companies 38-048-710-0103
United Kingdom (England, North Ireland, Scotland, and Wales)	managedcare@healix.com & Aetna@healix.com	Healix 0-203-640-6830
Uruguay	aetna-lds@gmmi.com	GMMI 813-775-0426 Direct 888-219-5950 Toll Free
Vietnam	AIOA@aetna.com	Aetna International 888-219-0477 Toll Free 813-775-0451 Direct