

Country	Medical Attention (who handles LOAs, Customer Service)	Questions on claims sent to Aetna
Africa (all countries except Kenya and Uganda)	Aetna 888-219-0477 or 813-775-0451	Aetna 888-219-0477 or 813-775-0451
Africa-Kenya	Aetna 888-219-0477 or 813-775-0451	Aetna 888-219-0477 or 813-775-0451
Africa-Uganda	Aetna 888-219-0477 or 813-775-0451	Aetna 888-219-0477 or 813-775-0451
Albania	AP Companies 359-2-4928384 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Argentina	MD Abroad 54 11 5217 5841	Aetna 888-219-0477 or 813-775-0451
Armenia	AP Companies +359-2-4928384 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Australia	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451
Austria	AP Companies 49 711 937 09 491 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Barbados	Aetna 888-219-0477 or 813-775-0451	Aetna 888-219-0477 or 813-775-0451
Belgium/Netherlands	AP Companies 46-8-12111183 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451

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Bolivia	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Bosnia and Herzegovina	AP Companies +7 495 255 14 83 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Brazil	SulAmerica 0800-970-0500 4004-5900 major cities in Brazil	Aetna 888-219-0477 or 813-775-0451
Bulgaria	For Bulgaria AP Companies 359-2-4928384 agb@ap-companies.com for Turkey Aetna Toll-free: +1-888-219-0477 Direct: +1-813-775-0451	Aetna 888-219-0477 or 813-775-0451
Cambodia	Aetna+1-888-219-0477; or +1-813-775-0451	Aetna 888-219-0477 or 813-775-0451
Canada	Cowan Group 844-755-1610 aetna@cowangroup.ca	Aetna 888-219-0477 or 813-775-0451
Cape Verde Praia	Aetna 888-219-0477 or 813-775-0451	Aetna 888-219-0477 or 813-775-0451
Chile	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
China	Aetna 888-219-0477 or 813-775-0451	Aetna 888-219-0477 or 813-775-0451

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Colombia	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Costa Rica	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Croatia	AP Companies +7 495 255 14 83 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Czech/Slovak	AP Companies +7 495 255 14 83 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Denmark	47 (21) 955821 AP Companies agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Dominican Republic	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Ecuador	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
El Salvador	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451

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England	Healix 0203 640 6830 managedcare@healix.om	Aetna 888-219-0477 or 813-775-0451
Fiji	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451
Finland	AP Companies agb@ap-companies.com +358942704765	Aetna 888-219-0477 or 813-775-0451
France	AP Companies +497-1193-709-491 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Germany	AP Companies 49 711 937 09 491 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Greece	Healthwatch +30 2310 689067 Aetna@healthwatch.gr	Aetna 888-219-0477 or 813-775-0451
Guatemala	Universales 5630-3195	Aetna 888-219-0477 or 813-775-0451
Haiti	Aetna 888-219-0477 or 813-775-0451	Aetna 888-219-0477 or 813-775-0451
Honduras	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Hungary	AP Companies 49 711 937 09 491 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451

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India	Aetna +1-888-219-0477; or +1-813-775-0451	Aetna 888-219-0477 or 813-775-0451
Indonesia	Aetna/Fullerton/Tirta +1-888-219-0477; or +1-813-775-0451	Aetna 888-219-0477 or 813-775-0451
Italy	AP Companies 49 711 937 09 491 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Jamaica	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Kosovo	AP Companies 359-2-4928384 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Latvia	AP Companies 7 495 255 14 83 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Liechtenstein		Aetna 888-219-0477 or 813-775-0451
Macedonia	AP Companies 359-2-4928384 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Marshall Islands	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451
Mexico	Sinergia Medica 1 800 000 0277 5249 8383 Mx City	Aetna 888-219-0477 or 813-775-0451

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Micronesia Guam	Aetna/Netcare +1-888-219-0477; or +1-813-775-0451	Aetna 888-219-0477 or 813-775-0451
Mongolia	AP Companies +74952551483 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Montenegro	AP Companies 359-2-4928384 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
New Zealand	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451
Nicaragua	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Norway	AP Companies agb@ap-companies.com +47 (21) 955821	Aetna 888-219-0477 or 813-775-0451
Panama	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Papua New Guinea	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451
Paraguay	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451

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Peru	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Philippines	Maxicare aetnasupport@maxicare.com.ph Emergency: 632-582-1965	Aetna 888-219-0477 or 813-775-0451
Poland	AP Companies 46-8-12111183 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Portugal	AP Companies 49 711 937 09 491 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Puerto Rico	Aetna 888-219-0477 or 813-775-0451	Aetna 888-219-0477 or 813-775-0451
Romania/Moldova	AP Companies +7 495 255 14 83 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Russia	AP Companies 7 495 255 14 83 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Samoa	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451
Scotland/Ireland	Healix 0203 640 6830 managedcare@healix.com but for ROI claims AP Companies agb@ap-companies.com +49 711 937 09 491	Aetna 888-219-0477 or 813-775-0451

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Serbia		Aetna 888-219-0477 or 813-775-0451
Singapore/Malaysia	Aetna Fullerton/Asia Assistance +1-888-219-0477; or +1-813-775-0451	Aetna 888-219-0477 or 813-775-0451
Slovenia		Aetna 888-219-0477 or 813-775-0451
South Korea	Aetna +1-888-219-0477; or +1-813-775-0450	Aetna 888-219-0477 or 813-775-0451
Spain	MCI (+34) 902 737 126 h24@mcimanager.com	Aetna 888-219-0477 or 813-775-0451
Sweden	AP Companies agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Switzerland	AP Companies 49 711 937 09 491 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Tahiti	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451
Thailand	Aetna +1-888-219-0477; or +1-813-775-0451	Aetna 888-219-0477 or 813-775-0451
Tonga	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451

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Trinidad	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Ukraine	AP Companies 7 495 255 14 83 agb@ap-companies.com	Aetna 888-219-0477 or 813-775-0451
Uruguay	GMMI 888-219-5950 or 813-775-0426 customerservice@gmmi.com	Aetna 888-219-0477 or 813-775-0451
Vanuatu Port Vila	Sydney EuroCenter +61 2 8274 5700 sydney@euro-center.com	Aetna 888-219-0477 or 813-775-0451

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