Need to contact us while outside the U.S.? We're here to help.

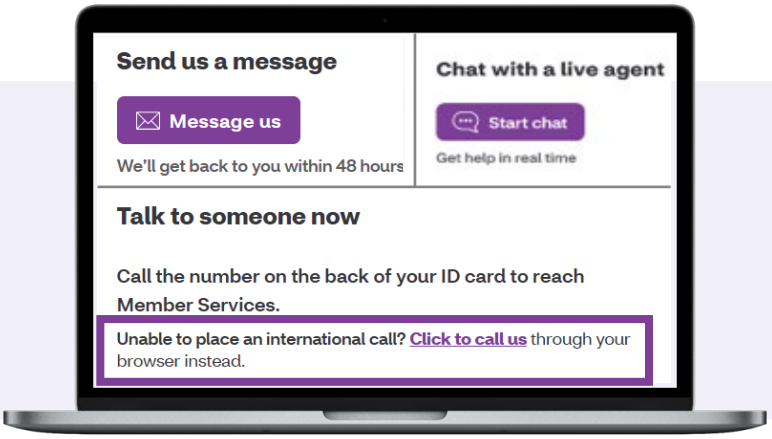


AT&T is phasing out its international direct-dial service over the next year. As a result, AT&T access codes used to place toll-free calls to Aetna International from outside the U.S. will eventually be retired. The good news is that there are still several ways to contact us whenever you need support.

Contact us through your member website at AetnaInternational.com. Click the Help button on the bottom of the screen to open the support panel to access the contact options below:

Use click-to-call

If you're outside the U.S. and need support, click to call makes it easy to connect with Member Services. Simply start a call from the support panel on your member website or in the app. Available at no additional cost to you.



Chat with a live agent

Connect with a Member Services representative through live chat and get answers to your questions in real time.

Send us a message

Securely contact Member Services through your member website. We'll get back to you within 48 hours.

Email us

Send us an email at IMFCallBack@aetna.com and we will call you back within 2 hours. Make sure to include your name and call back number.

We remain committed to providing convenient ways to access support wherever you are. Visit your member website to connect with Member Services today.

Plans and programs are underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).

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