



# Healthy Travels

## Get the care you need away from home

Whether you're traveling in or out of the country, sometimes unexpected health problems can happen. But you shouldn't have to worry about getting urgent and emergency health care while you're away. So, relax and enjoy your trip — and know that we're here to help.



# Know your choices for care when inside the U.S.

If you need help, call the number on your member ID card. If you're admitted to an inpatient facility, notify your primary care doctor and us.

## Go online anytime to find network providers

You can search and find network providers, walk-in clinics (including MinuteClinic® locations), urgent care and more through the Aetna® Mobile app or [aetna.com](https://www.aetna.com). Simply download our app and set up an account before you travel.

## Visit MinuteClinic® locations\*

You can find these clinics inside select CVS Pharmacy® and Target® stores. MinuteClinic locations are open seven days a week (including nights and weekends) and accept both walk-ins and scheduled appointments. They treat over 125 minor illnesses, injuries and conditions. And you can receive a prescription if needed.

## Get care anywhere, anytime

**Teladoc®** – talk to a doctor 24/7 by phone, video or mobile app with Teladoc telemedicine services.\*\* Get care and a prescription (if medically necessary) for flu, allergies, pink eye, food poisoning and many other non-emergency needs. Visit [teladoc.com/aetna](https://www.teladoc.com/aetna) or call 1-855-TELADOC (1-855-835-2362) (TTY: 711) to learn more and set up an account.

\*Visit [minuteclinic.com](https://www.minuteclinic.com) for age and service restrictions.

\*\*Check your plan for participation.

© 2022 Aetna Inc

1152804-02-01 (7/22)

# Know before you go

## Emergency care while traveling outside of the U.S.

Of course, emergencies don't wait for the right time or place. We cover emergency inpatient hospital care when medically necessary, around the world.

## If you're hospitalized outside the U.S.

If you need help and are outside the U.S., call 1-855-888-9046 (TTY: 711) or 959-230-8220 (TTY: 711). Ask for the Aetna Special Case Precertification Unit when you call.

### Our team will

- Check if a hospital can treat you. Or we'll help you transfer to the closest facility that can provide care.
- Arrange for medical air ambulance transport with a participating provider, if needed (we must approve this in advance), and coordinate coverage.

### Keep in mind:

- You must need emergency care that can't wait until you return to the U.S.
- You'll have to pay for services at the time of care.
- We'll need an itemized bill and receipt for all services. We don't require a translation, but it's helpful to have when we process your claim. Please include the following:
  - Provider name and address
  - Patient name
  - Member ID
  - Date of service
  - Type of service and diagnosis
  - U.S. dollar amount charged for each service



## 10 tips for healthy travel

1. Get enough sleep.
2. Stay hydrated and drink bottled water when outside of the U.S.
3. Eat healthy meals.
4. Have an exercise routine.
5. Take breaks.
6. Use hand sanitizer.
7. Find out what vaccines you may need.
8. Check with your mobile carrier to make sure you can call internationally, and pack extra batteries and chargers.
9. Consider buying travel insurance for unexpected expenses, including health care.
10. Tell your bank or credit card company you're traveling.

**Reminder:** Check your plan documents for a detailed description of your benefits coverage.

**Aetna and MinuteClinic®, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health family of companies.**

Teladoc and the Teladoc logo are registered trademarks of Teladoc Health, Inc. For a complete description of the limitations of Teladoc services, visit [teladoc.com/aetna](https://teladoc.com/aetna).

This message is for informational purposes only, is not medical advice and is not intended to be a substitute for proper medical care provided by a physician. The information provided above is not a guarantee of coverage. Coverage is based on all the terms and conditions of your plan as well as eligibility at the time services are received. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna® plans, refer to [aetna.com](https://aetna.com).

© 2022 Aetna Inc

1152804-02-01 (7/22)