

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna[®]

24/7 support for travel services and emergencies



Aetna Travel Assistance Program

Peace of mind away from home with 600,000 providers in over 230 countries and jurisdictions

Life insurance policies are offered and underwritten by Aetna Life Insurance Company (Aetna).

AXA Assistance USA, Inc. is not affiliated with Aetna.

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Policy forms issued in Oklahoma include: GR-9/GR-9N and/or GR-29/GR-29N.



Travel light with 24/7 support

You have plenty to prepare for when traveling, be it business or pleasure. With the Aetna Travel Assistance Program, you have direct access to round-the-clock support when traveling more than 100 miles from home — up to 120 days.

You can get help with medical or cash emergencies, evacuations, prescription refills and more. The program even pays for a companion to accompany you if you need to be hospitalized for more than seven days.

Here's how it works:

- Just make one phone call *anytime* to AXA Assistance USA, Inc. They've been providing immediate solutions for unexpected situations and everyday needs for over 50 years.
- They'll work with their network of professionals to get you the assistance you need, when you need it.

It's all included with your Aetna coverage. And at *no* extra cost.



ASSISTANCE

redefining / service

Covered services

Around the clock, around the world

Emergencies won't wait. And with one quick phone call, you won't have to wait for help either. Just call AXA Assistance for round-the-clock assistance with these services and more.

Medical support and emergencies

Navigating foreign medical care can be overwhelming ... even a bit scary. But from medical emergencies to the everyday, you have a wealth of support when you need it.

- You can get **medical and dental referrals** from a worldwide network of providers. Like primary care doctors, dentists, clinics and hospitals.
- If needed, we'll help **coordinate your hospital admission**. That means help with precertification, outpatient surgery and more. And if a hospital doesn't recognize your insurance, we'll work with them to confirm it. Even pay funds in advance so you get the care you need.
- If you're in the hospital, you can get **critical care monitoring**. So medical professionals will communicate with the treating facility to help you get the proper care.
- Your medicine matters. So if you've lost it or forgotten it, we'll help you replace it. And if it's not available nearby, we'll **dispatch your prescription**. This service is also good for medical devices and eyeglasses.

Evacuation services

Political unrest, medical emergencies ... Mother Nature. Life doesn't stop when you travel, and neither will your travel assistance services.

- Say you have an emergency medical situation where adequate care is not available. You're covered for **emergency medical evacuation**. Medical professionals will arrange the right personnel and transportation to the nearest facility that can provide the right care.
- If your government at home calls for it, we'll arrange **political evacuation**. So you can get home soon and safe.
- And if you do need to be evacuated, you don't have to do it alone. We'll **coordinate all transportation arrangements** for a family member or friend to join you.

Transportation for you and your loved ones

People depend on you, and you on them. So you get services to stay connected with your family and friends, or keep them safe. For all the times you need it most.

- If you have a medical emergency when you're traveling alone, couldn't you use a friend? If you'll be hospitalized for more than seven days, **we'll bring a family member or companion to you**, including round-trip transportation.
- If you're sick or hurt, we'll arrange **home transportation for minor children**, along with a caretaker, at your request.
- Maybe you need **medical assistance to get home**. Health care professionals will determine the best transportation method for you, and help coordinate the travel arrangements.
- We can even help out with **pet boarding arrangements**, or their safe return home.

General travel services and emergencies

You've lost your passport. You need a lawyer. It's the story of many a seasoned traveler. You can be prepared with these services.

- Have an urgent message for someone at home? We'll **relay emergency messages** so you have peace of mind.
- **Lost document and item assistance** can be a real lifesaver. How? We'll arrange to replace or forward copies of travel documents, like your passport, driver's license or credit cards. Or help recover lost or stolen items, like cameras, luggage and cash.
- If you're in a legal bind, you can get **legal referrals** to an interpreter or lawyer as needed.
- No cash equals a big emergency. So if your money is stolen, you can get an **emergency cash advance**. Even **bail bond assistance**, if available.
- Even your car is in good hands. If you need to be medically evacuated home, we'll manage all arrangements and **return your unattended vehicle home**.

How to get help fast

1. Remove your wallet card.

And keep it close when you travel. It's your lifeline to emergency travel assistance services.

2. Contact AXA Assistance.

You can call or e-mail anytime, at home or abroad. Your immediate family members can contact AXA Assistance, too.

Three easy ways:

- Outside the United States: Call **1-312-935-3704** (all collect calls accepted).
- Within the United States: Call **1-877-935-3704**, toll-free.
- Anywhere: E-mail **aetnatravelassistance@axa-assistance.us**.

3. Get support.

You'll be connected with a highly experienced member of the AXA Assistance team. They can speak many languages. Arrange the exact service you need. Even coordinate with your health insurance carrier during a medical emergency.

Remember: All services must be arranged and provided by AXA Assistance to get any out-of-pocket costs reimbursed.

Tip: Save the contact information above to your cell phone or address book today. Or visit **www.aetnalifeessentials.com** to print out and save your wallet card.

Here are your wallet cards. Keep one for yourself to have close by when you travel. The second card is for a family member.



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Save these numbers in your cell phone, too.



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If you lose your card, you can print out a new one at **www.aetnatravelassistance.com**.

24/7 support — 100+ miles from home

- Doctor/dentist referrals
- Emergency evacuation
- Lost documents and luggage
- Emergency cash and bail
- Legal referrals and more

For general travel information, visit
www.aetnatravelassistance.com.

All services must be arranged through AXA Assistance USA, Inc.



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Your ticket to thousands of destinations

Know *before* you go with your AXA Assistance members-only website. You can brush up on general travel details, get information on your destination country and more.

It's easy. Just visit www.aetnatravelassistance.com to set up your user name and password. Then log in anytime.

You can learn about:

- Visa and passport information
- Immunization requirements
- Currency
- Safety
- Local customs and more

If needed, we'll also supply **proof of emergency medical and repatriation coverage** before you take a trip. You can request that proof right from this website, too.

Helpful program guidelines

- This program is available to you and your immediate family members* who are traveling more than 100 miles away from home, for up to 120 consecutive days.
- You're covered for up to \$150,000 per occurrence for costs associated with medical evacuation, repatriation or return of mortal remains. Any additional costs are your responsibility.
- All services must be arranged and authorized by AXA Assistance.
- Medical costs are the responsibility of the person receiving medical services.
- Some expenses for assistance services, including medical transportation, are subject to available program limits.
- In order for any services to be covered, you must call AXA Assistance at the time of the event. No reimbursement claims for out-of-pocket expenses will be accepted.

*Immediate family members include your spouse, domestic partner and dependent children who are under the age of 26.

Services not covered

In addition to any exclusion required by law, benefits will not be paid for any covered injury, loss or expense that is caused by or results from:

- Suicide, attempted suicide or any intentionally self-inflicted injury while sane or insane (in Missouri, sane only)
- Act of declared or undeclared war (political evacuation not subject to this exclusion)
- Participating in, or practicing for, professional sports
- Piloting or learning to pilot or acting as a member of the crew of any aircraft
- The commission of or attempt to commit a felony by the insured person or the insured person's being engaged in an illegal occupation
- Normal childbirth, normal pregnancy (except complications of pregnancy) or voluntary induced abortion
- Mental or nervous condition, unless hospitalized
- Participating in maneuvers or training exercises of an armed service, except while participating in weekend or summer training for the reserve forces of the United States, including the National Guard

**Get 24-hour aid in more than
230 countries and jurisdictions —
at no extra cost. Just call the number
on your wallet card. Or visit
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