

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 of 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.