

# Online access to your health care needs

## Aetna International

With our online resources, you have access to a world of information on various health and travel topics that can help you whether you're at home or a world away.

### To register:

1. Visit [www.aetnainternational.com](http://www.aetnainternational.com).
2. Click *Member* under *Secure login*.
3. Click on *Login/Register* under *Members on U.S. based plans, start here*.
4. Click on the *Register* button and follow the on-screen prompts to set up a user name and password.

You will be prompted to enter your social security number during registration. If you do not have a social security number please use your Aetna International WID number. If you are unable to locate this number please call member services and they will provide it.

You will also be asked for your zip code. If your home address is outside the US please leave this section blank.

After you register, the next time you visit the site simply enter your user name and password and click *Go* to access a world of resources!

Remember, you can use the same user name and password on both of our secure member websites:  
[www.aetnainternational.com](http://www.aetnainternational.com)  
and [www.aetna.com](http://www.aetna.com)

### Aetna.com secure member website highlights

The Aetna.com member website is a secure, online resource that gives you access to your personalized benefits and health information. Take full advantage of the interactive website to complete a variety of self-service transactions online, including:

- View detailed claims status and explanation of benefits (EOB) statements
- View and print temporary member ID cards or request replacement ID cards
- View your own personal health-related information
- Find U.S. health care professionals and facilities that participate in your plan using DocFind®

### To log in to Aetna.com:

1. Visit [www.aetna.com](http://www.aetna.com).
2. Click on *Member Log In* on the left-hand side of the webpage.
3. Enter your *User Name* and *Password* in the designated fields.
4. Click the *Log In* button.

### Need a medical ID card?

Once you enroll and become an Aetna member, you can print one by logging in to your secure member website at [www.aetna.com](http://www.aetna.com) and selecting "Get an ID card."

You can also access your ID while on the go using the Aetna International mobile assistant, located in the Apple and Google app stores. Search "Aetna."

## **Aetnainternational.com secure member website highlights**

The Aetna International secure member website gives you access to a wide array of valuable tools and resources relating to your plan — any time of day! Check out some of the helpful information that's available:

### **Find health care**

Search our extensive database for information on doctors, specialists and hospitals.

### **Wellness center**

Access a variety of health and wellness information, including tips and tools you can use to be the healthiest you.

### **Global health information**

The CityHealth Profiles database gives you access to critical information including health risks, required vaccinations, local health systems, emergency telephone numbers and currency information about hundreds of international destinations.

### **Security**

Before you leave on assignment, check out security-related information for the country to which you are traveling and obtain travel tips to help keep you safe during your trip.

### **Medical terms and phrases translation databases**

Medical terms can be difficult to understand in any language — and translating medical phrases like “hay fever” and “CAT scan” can become a real challenge. The medical translation databases can help explain confusing medical terms and translate them into more common, everyday speech in a variety of languages.

### **Drug translation guide**

Brand-name pharmaceuticals are often sold under different names in different countries — or may not be available at all. The drug translation guide provides information on how the drugs are prepared in the host country (e.g., capsules, tablets, etc.) and offers dosage translations.

### **FAQs**

Have a question regarding your plan? We've developed a list of frequently asked questions to assist you in obtaining the answers you need.

### **Forms**

Easy access to forms for submitting claims, making enrollment changes and more.

## **Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance and its affiliates (Aetna).**

Health benefits plans are offered by your employer, with only administrative services provided by Aetna Life Insurance Company. Not all health and dental services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Plan features and availability may vary by location and group size. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Discount programs provide access to discounted prices and are NOT insured benefits. The member is responsible for the full cost of the discounted services. Aetna does not provide care or guarantee access to health services. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. The health assessment is used in a variety of ways to support Aetna products and services that help you manage your health. We will use your health assessment information in compliance with all applicable state and federal laws, including the Health Insurance Portability and Accountability Act (HIPAA) privacy and security rules. For more information, view our Notice of Privacy Practices located at the bottom of our website; or call the number on your ID card. 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 [www.aetna.com](http://www.aetna.com).

[www.aetnainternational.com](http://www.aetnainternational.com)