

Aetna Administrative Services When Traveling

Inside the United States

Pharmacy

If a prescription refill is due while you are away on vacation, you can request an additional supply of medication prior to your departure. The request should be made to the Aetna participating pharmacy that filled the original prescription.

Non life threatening situations

Aetna has networks all over the United States, Alaska, Hawaii and Puerto Rico. If you need a participating provider in your area call the number on the back of your Identification (ID) Card for assistance (1-877-864-4583). Participating providers can also be found at www.Aetna.com on DocFind or through Aetna Navigator. You must seek care from a participating provider for the claim to be paid as in-network. If you are not in an Aetna service area or can't locate a participating provider please call Member Services at 1-877-864-4583. Alternatively, although the plan does not require a Primary Care Physician (PCP) selection, you can contact your local PCP to coordinate care.

Life threatening situations

You should seek care from the nearest hospital; services will be paid as if the provider were participating.

Outside the United States

Members who will be out of the country for more than 30 days

You must notify the University of Rochester in advance. This will allow proper notification to Aetna so that covered services can be paid at the in-network benefit level. Keep in mind that no routine or experimental services will be considered for payment.

The member will have to pay for the services and submit the claims to Aetna. Aetna will translate and calculate the foreign exchange rate for the date of service.

Pharmacy

Covered prescription drugs, purchased by the member while vacationing or on business in a foreign country, can be considered under the benefit plan, provided the drug is prescribed and purchased on an emergency or urgent care basis by the member while in that foreign country. Prescription drugs purchased by the member, either directly or through a third party, from a licensed or non-licensed pharmacy in a foreign country, and imported for consumption in the United States are a non-covered expense.

Non life threatening situations

Covered services will be paid at the in-network benefit level.

Life threatening situations

You should seek care from the nearest hospital; services will be paid at the in-network benefit level.

For members who need emergency inpatient care while temporarily traveling outside of the United States please call 215-775-6445. Aetna will negotiate with the facility for direct payment so the member will not be responsible for full payment upon discharge. Aetna will assist in the transport of the member to the closest facility that is able to provide the services necessary. This does not always mean they will transport the member back to the United States.

Members who will be out of the country for less than 30 days

The member will have to pay for the services and submit the claims to Aetna. Aetna will translate and calculate the foreign exchange rate for the date of service.

Pharmacy

Covered prescription drugs, purchased by the member while vacationing or on business in a foreign country, can be considered under the benefit plan, provided the drug is prescribed and purchased on an emergency or urgent care basis by the member while in that foreign country. Prescription drugs purchased by the member, either directly or through a third party, from a licensed or non-licensed pharmacy in a foreign country, and imported for consumption in the United States are a non-covered expense.

Non life threatening situations

Members are allowed one (1) visit to a doctor's office, clinic, emergency room, etc., for medically necessary services at the in-network benefit level. Please contact your Primary Care Physician (PCP) if you have one or call Member Services at 1-877-864-4583 to coordinate any required follow up care.

Life threatening situations

You should seek care from the nearest hospital; services will be paid at the in-network benefit level.

For members who need emergency inpatient care while temporarily traveling outside of the United States please call 215-775-6445. Aetna will negotiate with the facility for direct payment so the member will not be responsible for full payment upon discharge. Aetna will assist in the transport of the member to the closest facility that is able to provide the services necessary. This does not always mean they will transport the member back to the United States.

Note: The information in this document contains only a partial, general description of plan or program benefits and does not constitute a contract. Consult your plan documents (Schedule of Benefits, Group Policy) to determine governing contractual provisions, including procedures, exclusions and limitations relating to your plan. All terms and conditions of your plan or program are subject to applicable laws, regulations and policies. This information is believed accurate as of date of print, but is subject to change without notice.