



We've got you

Health and wellness program overview Aetna International

At your side

Being away from home often means being away from your friends and family support network. As your 24/7 partner in health, we help make sure you have all the tools, resources and care needed to thrive no matter where you are.

Your CARE team partners

When you have questions about your health, you can call our Care and Response Excellence (CARE) team to get answers.

These clinicians are available around the clock to help with:

- Pre-trip planning
- Coordinating routine and urgent medical care worldwide
- Locating providers and specialists
- Getting medical devices or prescription medications
- Coordinating and supervising medical evacuations

Our CARE team can communicate with you by phone, email or text messaging — whichever way works best for you





Your gateway to wellness

The path to wellness is a journey made easier with a little help along the way. We support you in your quest to achieve the right level of healthy for you by offering:

- Personalized care to meet your needs and preferences
- Useful information so you know when, where and how to seek care
- Assistance with getting necessary medication, vitamins and medical equipment
- Tools and resources for learning about health topics and getting inspired to make healthy choices

The first place to get started on that path is your member website at **Aetna.com**.

Register and see what's available

If you haven't already done so, please register for your Aetna member website.

- 1.** Go to **Aetna.com** and click "Log in/Register" within the "Log in/Register" box found in the upper right-hand corner
- 2.** Select "Register"
- 3.** Fill in your Member ID number (found on your Member ID Card), name, birthdate, zip code and email

If you have already registered for Health Hub at **AetnaInternational.com**, use the same user name and password to log in to your Aetna member website.

Take your health assessment today!

Find out your current state of health and what conditions you may be at risk for by logging in to your member website at **Aetna.com**. Select "Stay healthy," then "Discover a healthier you," then "Begin my action plan" to start the assessment. You'll get recommendations for next steps to a healthier you.

Support for every step of your journey

Online wellness programs

Our online wellness programs let you move at your own pace to address whatever you want to work on, including:

- Weight management
- Physical activity
- Nutrition/diet
- Stress management
- Smoking cessation
- Insomnia
- Depression

Discount programs

Achieving and maintaining the right weight directly affects your overall health and well-being. Not only can you lower your risk of certain diseases — you may also be able to reverse the effects of chronic conditions such as diabetes and high cholesterol by changing your diet and fitness habits.

We make it easier for you to learn how to eat right for a long, healthy life by offering discounts to several established weight-loss programs. You can get discounts on:

- **CalorieKing®** program and products
- **Jenny Craig®** weight loss programs (only available in the United States, Canada, Puerto Rico, Australia and New Zealand)
- **Nutrisystem®** weight loss meal plans

Please note that these offers give you access to discounted prices only; they are not insured benefits. You are still responsible for the full cost of the discounted services. We also may receive a percentage of the fee you pay to the discount vendor.



How to access our online wellness programs:

Log in to your member website at **Aetna.com** and click “Stay healthy,” then “Health programs.”



How to get these discounts:

Log in to your member website at **Aetna.com** and click “Stay healthy,” then select “Discounts.” Review available discounts and follow the instructions to obtain your desired discounts.

Achieving balance

Employee Assistance Program

Life happens — and sometimes we can all use a little help managing it.

Our Employee Assistance Program (EAP) is there for you when you need an extra hand in balancing work and personal demands. It's all confidential and provided at no extra cost to you. Your EAP can make life easier for you by:

- **Connecting you with local resources and services** such as child care facilities, home health aides, financial advice, continuing education options, career development assistance, legal services, support groups and mental health resources
- **Providing referrals for counseling**, including immediate telephone consultation if needed as well as scheduled in-person counseling

iConnectYou: EAP on the go

When based outside of the United States, you can access your EAP through the iConnectYou app on your portable device or mobile phone.

This app gives you secure, confidential access to clinical counselors, wellness coaches and work-life experts. You'll have the ability to connect to a professional by phone, instant message, text (SMS) or video chat.

➔ How to ask for EAP assistance:

Call the number on the back of your Member ID Card.

➔ How to get started:

Download the app by searching for "iConnectYou" in the App Store or Google Play store. Enter one of the following passcodes to complete your registration:

Argentina: AetnaArg
Austria: AetnaAustria
Barbados: AetnaBar
Belize: AetnaBel
Bolivia: AetnaBol
Brazil: AetnaBra
Canada: AetnaCan
Cayman: AetnaCay
China: AetnaChi
Colombia: AetnaCol
Costa Rica: AetnaCos
Dominican Republic: AetnaDom
Dubai: AetnaDub
Ecuador: AetnaEcu
El Salvador: AetnaEls
France: AetnaFra
Germany: AetnaGer
Guatemala: AetnaGua
Guyana: AetnaGuy
Haiti: AetnaHai

Honduras: AetnaHon
Hong Kong: AetnaHK
Italy: AetnaIta
Jamaica: AetnaJam
Japan: AetnaJap
Mexico: AetnaMex
Netherlands: AetnaNeth
Nicaragua: AetnaNic
Panama: AetnaPan
Paraguay: AetnaPar
Peru: AetnaPeru
Singapore: AetnaSng
Spain: AetnaSpa
South Africa: AetnaSoA
Suriname: AetnaSuri
Switzerland: AetnaSwi
Trinidad and Tobago: AetnaTrTo
United Kingdom: AetnaUK
Uruguay: AetnaUru
Venezuela: AetnaVen

Self-help resources through myStrength™

myStrength is an online wellness tool designed to help enhance your emotional well-being and support your mind and body. Through myStrength, you can improve your emotional health and overcome depression, anxiety, substance abuse or other concerns.

Boost your emotional health using myStrength — confidential, clinically proven self-help resources that offer:

- Insight through articles, videos and eLearning programs
- Inspirational quotes
- Mood tracking
- Check-in reminder option

Extra help when you're in the United States

If you're struggling with health or other issues that make it difficult to manage your daily life, you might need additional support.

We've partnered with leading behavioral health provider AbleTo to help you work through your emotions, learn what changes you may need to make and feel like you have a little more control of your health and your life.

With AbleTo, there's no need to get to appointments. You speak with someone by phone or web-based videoconference when it's most convenient for you — during the day, in the evening or on the weekend. The eight-week program features two sessions a week with a counselor and coach:

- One weekly meeting with a therapist to address emotional challenges like depression, stress and anxiety that strike independently or are triggered by a medical diagnosis or life change
- One weekly meeting with a coach to identify health goals and develop an action plan
- A final meeting with a therapist



How to get started:

Register online for your free account at **bh.mystrength.com/naexpats**.

You can also download the myStrength app by searching for "myStrength" in the App Store or Google Play store, selecting "Sign up" and entering "naexpats" under the "Payer Code" field.



How to request AbleTo help:

Call the number on the back of your Member ID Card and ask to speak to a clinician on our CARE team.

Virtual health while you're on the go

Teladoc



Teladoc is our telemedicine offering of virtual care support for your health and wellness needs. Connect with licensed doctors by mobile app, web or phone. Available to members in the United States only.

General medical service

Gives you 24/7 on-demand access to board-certified doctors by phone, video or mobile app. That means no more costly trips to the emergency room for non-emergency conditions or wasted time waiting at the doctor's office.

Behavioral health care

Secure, discreet and confidential ongoing support for members seeking help with anxiety, stress, depression and more. You can schedule a video visit with a board-certified psychiatrist, psychologist or licensed therapist seven days a week, 7 a.m. to 9 p.m., from the comfort of your own home.

Dermatology

You can upload images and provide details about your skin issue to receive a response in just two business days from a licensed dermatologist. Includes seven-day follow up for any questions members may have.

Caregiving

Enables you to extend the Teladoc general medical service to someone you care for with two-or three-way video or phone visits with a licensed doctor.

Convenience

24/7 access to care by web, phone or award-winning mobile app.

Clinical quality

The U.S. board-certified physicians in our network have an average of 20 years' experience and deliver the highest-quality care — resolving 92% of cases on the first visit.



How to get started:

Go to Teladoc.com/Aetna Or if you prefer, you can call **1-855-Teladoc (835-2362)**



Support managing a condition

In Touch Care

The power of one — one clinician, one member

If you're dealing with a chronic or urgent health condition, our Aetna International In Touch Care approach gives you the one-on-one assistance you need. Because you work with one clinician on the CARE team, we're able to more effectively assess your needs and wants and better support you on the road to better health.

With In Touch Care, a certified CARE team clinician will be there to:

- Get to know you and your health history
- Develop a customized action plan
- Help you navigate care, prepare for a hospital stay or plan for your recovery
- Serve as your advocate if you face challenges

Managing a chronic condition or pregnancy

Whether you are pregnant or living with diabetes, asthma, coronary artery disease or cancer, we offer:

- Assistance with locating doctors and specialists around the world
- Help with getting the medication, supplements or equipment you need to manage your condition or pregnancy
- Educational materials to prepare for pregnancy, labor, childbirth and parenting
- Assessment and support for high-risk pregnancies
- Useful tools to help you keep track of your care and treatment
- A patient safety program (available for U.S.-based members only) that lets you know when it's time for routine testing and alerts you to potential concerns such as conflicts with prescribed medicines

Asking for a second opinion

Let's say you're on assignment and you or someone in your family has been given a troubling medical diagnosis. Perhaps the recommended surgery or treatment raises questions and concerns. You can take heart knowing that you may be able to get a second opinion at no additional cost with your Aetna International plan.

Our CARE team comes to the rescue by ensuring that the right records, images and test results are sent to the right place and that specialists are followed up with. Having that second opinion gives you peace of mind and confidence when discussing care options with doctors.



How to contact our CARE team:

Call the number on the back of your Member ID Card and ask to speak to a clinician on the CARE team.

Safety and emergency support

As an Aetna International member, you have access to the security advice and assistance you need to keep you safe.

- Get to know you and your health history
- Develop a customized action plan
- Help you navigate care, prepare for a hospital stay or plan for your recovery
- Serve as your advocate if you face challenges

Our Global Crisis Management Program, powered by WorldAware, gives you:

- 24/7 access to personalized safety advice from multilingual representatives
- Reliable information on more than 160 countries and more than 285 cities
- Travel safety briefings and security alerts tailored to your trip or assignment
- Email and text alerts providing up-to-the minute information on civil unrest, natural hazards and travel disruptions
- On-the-ground support for emergency travel and situations affecting personal safety, loss of belongings or theft of documents
- Specialized evacuation services to get away from threatening situations



How to register:

Go to **<https://my.worldaware.com/aetnaUS>**. Or if you prefer, you can call **+1-646-513-4232**

When you need a hand with
your health, we are right here to
guide you — in whatever ways
work best for you



Questions?

Contact Member Services by calling the number on the back of your Member ID Card.

Apple, the Apple logo and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Google Play and the Google Play logos are trademarks of Google LLC.

© 2019 Teladoc, Inc. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission. Teladoc is not available to all members and operates subject to state regulation. Teladoc and Teladoc physicians are independent contractors and are neither agents nor employees of Aetna or plans administered by Aetna. For complete description of the limitations of Teladoc services, visit Teladoc.com/Aetna.

Aetna™ is a trademark of Aetna Inc. and is protected throughout the world by trademark registrations and treaties. Health insurance plans and programs are offered, underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).

Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Aetna does not provide care or guarantee access to health services. Not all health services are covered, and information provided is subject to applicable laws and regulations, including economic and trade sanctions. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna International plans, refer to **AetnaInternational.com**.