



We've got you

Health and wellness program overview
Aetna International

aetna[®]

aetnainternational.com

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 **Aetna Navigator** — your personalized, secure online account at **aetna.com**.

Register and see what's available

If you haven't already done so, please register for Aetna Navigator.

- 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 Aetna Navigator.

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 Aetna Navigator. 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 Aetna Navigator and click “Stay healthy,” then “Health programs.”



How to get these discounts:

Log in to Aetna Navigator 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.

Your 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:

Canada: AetnaCan

Cayman Islands: AetnaCay

United Kingdom: AetnaUK

Dubai: AetnaDub

China: AetnaChi

Singapore: AetnaSng

Hong Kong: AetnaHK

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.



Support managing a condition

Aetna International 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 partnership with the global security experts at red24 gives you:

- 24/7 access to personalized safety advice from multilingual representatives
- Reliable information on more than 285 countries and more than 160 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 www.red24.com/aetnaus, enter the letters “US” followed by your Aetna policy number (i.e., US123456), then create your log in user name and password.

Or if you prefer, you can call red24’s crisis management experts at **+1-646-513-4232** to sign up.

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.

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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 www.aetnainternational.com.

The Aetna logo consists of the word "aetna" in a bold, lowercase, sans-serif font. The letter "a" is stylized with a vertical line through its center. A registered trademark symbol (®) is located at the top right of the letter "a".