

Dear Medical Plan Participant,

As previously announced Aetna International will be the new claims administrator for medical plan participants residing outside of the U.S. effective January 1, 2024. Aetna ID cards are currently being distributed. Aetna has also sent welcome emails to those participants for whom an email address was available. The welcome email provides your Aetna identification number and explains how to register on the Aetna International website and how to obtain a digital ID card.

If you have not received your ID card or the welcome email, you may register with Aetna International using the instructions below:

How to register on aetnainternational.com

1. Go to www.aetnainternational.com
2. Click on Log in/Register
3. Click on Register under the "Don't have an account" Section
4. Enter your first and last name and date of birth
5. Select "Aetna International Plan Member" as your plan type
6. Enter your Member ID. This number is unique to you and is made up of your IMF badge ID and zeroes. Please see the example below:
 - a. Enter a zero before your badge ID
 - b. Enter your 6 digit badge ID (represented by the letter X below)
 - c. Enter 2 additional zeroes at the endExample: The number should look like this **0XXXXXX00**
Note, if you have a letter in your badge ID, this should be replaced with a zero.
7. Click on the box to accept the terms and conditions
8. Click on Get Started

On the next page,

9. Enter your email address and then retype the email address to confirm.
10. Create a username
11. Create a password
12. Select a Security question and type in the answer
13. Click Continue

On the next page, please enter your preferences

14. Enter your Destination Country (country of residence)
15. Enter your Destination City (city of residence, optional)
16. Enter your Citizenship
17. Click on Register

After you click on Register, you will receive an email from Aetna. Please open that email and click on the link to confirm registration.

Once registered, you may obtain a digital ID card by following the instructions below:

How to obtain your digital ID card

Once you are registered for the website, please follow the instructions to get to your member ID card:

1. Log into www.aetnainternational.com
2. Click on My Plan and Me
3. Click on View documents
4. Click on View ID Card. By clicking on this, you will be routed to www.aetna.com.
5. You should be routed directly to the ID card page. If not, hover over your name in the top right corner and click on ID cards from the drop down menu.

Questions?

If you have questions regarding registration or obtaining your digital ID card, please contact Aetna Member Services following the instructions below:

- Click on this link and locate the country from which you are calling: <https://www.business.att.com/collateral/access.html>. Please note the Footnotes, if applicable.
- Dial the AT&T Direct Access Code for your country.
- Dial 866-258-6680, the IMF customer service number at Aetna International. After the tone, you will hear the automated message stating "Thank You for using AT&T." You will be connected to the IMF Customer Service line.