



How to request a Guarantee of Payment (GOP)

**IMF and Aetna
International**

**Better
together**

Direct pay and Guarantee of Payment (GOP)

- Aetna International and our regional partners have established arrangements with health care providers.
- Your Guarantee of Payment (GOP) is the document that verifies your coverage and your share of the cost.
- When a GOP is requested prior to the visit, it is sent directly to the provider or facility. The provider sends their bills directly to Aetna. We will pay the provider directly.
- **You will not need to pay the full bill up front** and your claim will be processed faster.
- If you owe a deductible or coinsurance, they will ask you for that at the time of service or will send you a bill afterward.
- GOPs are critical when you are hospitalized or are receiving a high-cost treatment. With this GOP, you will not be required to pay the full bill at the time of service.
- Some providers may accept a GOP and agree to direct pay for office visits and lower cost outpatient services.
- We **recommend requesting a GOP at least 5 business days prior to your planned date of service** to expedite your treatment and payment. In the case of emergency, call Member Services and we will place an Urgent GOP.

When to use the GOP process

- Scheduled inpatient stays
- Urgent hospital admissions with less than five days notice (e.g., childbirth, urgent surgery)
- Planned outpatient procedures
- Prescription drugs costing over \$200 USD

GOP is not available for:

- Dental
- Vision
- Prescription drugs costing less than \$200 USD

For these services, you are expected to pay for services at the time of visit and submit a claim for reimbursement.

Accessing care - How the GOP process works

1. Find



We make it easy for you to find a provider in our direct pay network. Please note, we may partner with a regional network whose logo will be on the front of your ID card.

Log in to **AetnaInternational.com** – your member website – and click on “Find health care.” Select your country and city. Once you’ve located your provider, call them and make an appointment.

Or

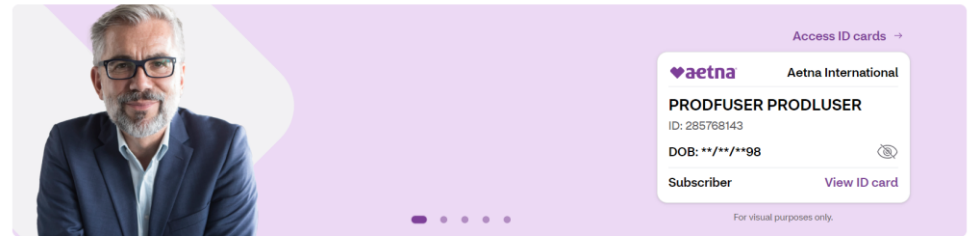
Call Member Services at the number on your member ID card

Step 1



Home Find health care Claims Well-being Plan overview Support

ENG PP PRODFUSER Aetna International



Step 2



Home Find health care Claims Well-being Plan overview Support

ENG PP PRODFUSER Aetna International

Find health care

You have access to our global network of health care providers.

Once you have chosen a provider, you can apply for direct pay to request a Guarantee of Payment (GOP). [Here's how direct pay works.](#)



Country*	City	
France	Aix-en-Provence	Search

Step 3



Home Find health care Claims Well-being Plan overview Support

ENG PP PRODFUSER Aetna International

Search results

Filter

Map view

TYPE	PROVIDER OR FACILITY	ADDRESS	SERVICES	
	Centre Hospitalier Du Pays D Aix	Avenue Des Tamaris, 13100 Aix-en-provence, Aix-en-provence	Hospital	Inpatient Outpatient
	Centre Imagerie Medicale Vendome - Radiologie Exploration ...	42 Rue De La Molle, 13100 Aix-en-provence, Aix-en-provence	Diagnostic Center	Outpatient
	Doctor Paul Nederveen	4 Avenue Du 8 Mai, 13090 Aix-en-provence France, Aix-en-provence	Polyclinic - Group of Doctors with lab, X-ray, treatment facilities	Outpatient

Accessing care - How the GOP process works

2. Schedule



**Make an appointment with
your provider directly**

Accessing care - How the GOP process works

3. Notify



Notify us by requesting a GOP*

Once you have an appointment with your provider, click on the “Apply for direct pay” button under your provider’s name on **AetnaInternational.com**. Complete the online form and submit.

Or

Call Member Services at the number on your member ID card

* We recommend submitting this form to the Aetna International Service Center at least five business days prior to your planned date of service to expediate your treatment and payment. In the case of emergency, call Member Services and we will place an Urgent GOP.

Find health care

Centre hospitalier du pays d aix Hospital

Apply for direct pay

Directions
Avenue Des Tamaris, 13100 Aix-en-provence, Aix-en-provence, France

Service type
Inpatient Outpatient

Apply for direct pay

A better care experience

When you receive health care services from any of our providers, they will bill us directly. You won't need to pay for your care upfront. If your plan requires a copay or coinsurance, you'll pay that at the time of your visit.

Please apply at least five days before your appointment. We'll send you the Guarantee of Payment (GOP) as soon as it's available. For more information, [download our direct pay guide](#).

*Indicates a response is required

Provider details
For eligible claims, we will work directly with your provider so you can focus on your health.

Cancel Continue

3. Notify



Notify us by requesting a GOP*

Once you have an appointment with your provider, click on the “Apply for direct pay” button under your provider’s name on **AetnaInternational.com**. Complete the online form and submit.

Or

Call Member Services at the number
on your member ID card

* We recommend submitting this form to the Aetna International Service Center at least five business days prior to your planned date of service to expediate your treatment and payment. In the case of emergency, call Member Services and we will place an Urgent GOP.

Find health care / Apply for direct pay

Step 2

Additional information

Who is the patient?*

Myself

Patient date of birth*

11/13/1998

Contact email address*

member@aetna123.com

Cancel

Back

Continue >

Appointment details

Is this appointment work related?*

☐ Yes

☒ No

Diagnosis*

Sore shoulder

13 / 256

Requested medical procedure*

MRI

3 / 256

Service type*

Outpatient/Office Visit

Planned date of service/admission*

07/16/2024

Consultant/doctor*

Dr. Stevenson

Cancel

Back

Submit