

The Insurance Section has received your feedback about the inconveniences and disruptions you have experienced in the change of the Medical Claims Administrator from Cigna to Aetna. HRD has been working closely with Aetna to resolve the issues. Below are some updates:

What actions has HRD taken to date?

PROBLEM	ACTION TAKEN
Aetna ID membership cards have not arrived	▪ Developed the attached quick reference guide so you can print or download e-cards from the Aetna portal, allowing you to access medical, dental, vision and prescription services at any time. • For help expediting the delivery of your plastic cards, please contact the IMF Insurance team via MBPqueries@imf.org
Claims are not reimbursed in a timely manner or have been denied	• Aetna is reviewing denied and delayed claims and will take appropriate actions if necessary. • A <i>Claims Filing Guide</i> in different languages is attached to assist you when filing claims. Please ensure you meet all requirements when you submit your claim. This will expedite the processing of your claim. • A video has been created with step by step instructions on How to submit a claim. • Aetna is providing additional training to their claim processors to ensure they don't unnecessarily delay your reimbursement.
Aetna is not accepting worldwide network providers which were part of Cigna's network	• Aetna is continuously working to expand the number of in-network providers in each region. • Aetna is continuously working with medical providers to ensure they are familiar with the Aetna name. • Please refer to the attached Network Partners Guide for information on how to read your ID card and identify participating medical providers in your country.
Toll free numbers for 24/7 Aetna Customer Service are not available in all countries	• For countries with toll free access, please see the instructions below to access the 24/7 customer service line from outside the U.S. or. • For countries without toll free access, please use one of the following options: - Call 813-775-0189 and report that you are calling from a country without toll-free access and an agent will return your call. - Email IMFCallBack@aetna.com with your name, Aetna ID number and phone number an agent will call you back within 2 hours. • Aetna Member Advocates assigned to the IMF are available to all regions to address any urgent and complex issues. You may request a meeting through MBPqueries@imf.org

Where can I get support?

If you have any specific feedback you would like to share or any additional inquiries, please feel free to reach out to the [IMF Insurance team](#) or by contacting Aetna directly:

Email: aiservice@aetna.com

Phone number:

- From the U.S.: 1-866-258-6680 (toll-free)
- From outside the U.S.:
 1. 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.
 2. Dial the AT&T Direct Access Code for your country.
 3. Dial 866-258-6680, the IMF customer service number at Aetna International.
 4. 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.

In the coming weeks we will share additional updates. Thank you again for your understanding and support. We look forward to providing you with an improved experience.

IMF Insurance team

Reminder: June 30th, 2024 - Deadline to submit claims to Cigna

Please make sure to submit all Cigna claims for services incurred prior to January 1, 2024, to Cigna **by June 30, 2024**. **After this date, Cigna will no longer accept requests for reimbursements.**

For more information about the transition please contact the Insurance team via MBPQueries@imf.org