

Making a personal connection

Demonstrating Our Commitment to Concierge-Level Service

Throughout all stages of an international assignment, **Aetna Global Benefits (AGB) is there. Our partnership with our customers goes beyond simply providing their employees with international benefits. It's the personal connections we establish with these employees — and their families — that create the AGB experience.**

Let's follow one family's journey with AGB to get a glimpse of all the ways we can make life and health care a little easier for our members, no matter what challenges they may face during an international assignment.

**Aetna
Global
Benefits®**

www.aetnaglobalbenefits.com

TIMO'S STORY

Vicki Simoneaux placed a call to the AGB International Member Service Center. She, her husband Tremayne and son Timothy, AGB members covered under the United Pentecostal Church International (UPCI), were living in Blantyre, Malawi. After speaking briefly with a member service representative, Vicki was quickly transferred to an AGB-dedicated registered nurse on the International Health Advisory Team (IHAT).

The situation

On a recent trip to Mozambique, South Africa and Zimbabwe, 13-year-old Timothy, who goes by the nickname "Timo", became quite ill. While in Zimbabwe, he was taken to a local trauma center and diagnosed with an inner ear infection. Several days later though at home in Blantyre, as he continued to battle the infection, Vicki and Tremayne were awakened to Timo convulsing. He was unresponsive, so they immediately rushed him to a hospital in Blantyre. After some lab tests, Timo was diagnosed with bacterial meningitis.

AGB's solution

Due to the severity of his condition, as well as the inadequate hospital conditions, the IHAT nurse quickly recommended an emergency medical evacuation to a leading hospital in Johannesburg, South Africa, that is part of the AGB direct settlement provider community.

Alongside our emergency evacuation partner MedAire Inc., the IHAT nurse launched a streamlined evacuation plan that allowed Timo's parents to focus on their son — while we focused on getting him the care he needed. By the next day, Timo, still unresponsive, was evacuated to Johannesburg and admitted in critical condition to the pediatric intensive care unit of the hospital.

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We want you to know®





Due to the quality of service provided by the AGB direct settlement facility, Timo's condition went from life-threatening to stable. The following month, with the doctor's approval, the family returned home to Houston, Texas, so Timo could receive follow-up treatment and therapy.

The benefit for all

According to Carl H. Varnell, secretary of foreign missions for the UPCI, "AGB's emergency assistance services, most notably emergency medical evacuation, are a tremendous asset for our organization. Many of our missionary members are located in third-world counties, and having this service available gives us great peace of mind."

During the entire process, the IHAT nurse and AGB Account Manager for UPCI remained in frequent, close contact with the family. The family, as well as UPCI, was extremely grateful for the assistance AGB provided during this serious medical emergency.

"It is comforting to know that we not only have a business relationship with you, but that you have shown personal concern and care in this emergency. It is a pleasure working with you and we appreciate your continued assistance," Varnell added.

To learn more about our commitment to concierge-level service, contact your AGB representative, broker or consultant or visit us on the Web at www.aetnaglobalbenefits.com.

Among many other AGB programs and services, our *International Health Advisory Team (IHAT)* is available to help members plan for their trip, manage their care and find their way home. In addition to helping members access routine care, the AGB-dedicated registered nurses coordinate pre-assignment planning, emergency assistance and second opinions for complex cases. The team also lies at the heart of AGB's *International Disease Management* and *Maternity Management Programs*, which help members manage their health across all stages of their international assignment.

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