

# International Health Advisory Team

International Toll Free @ 877.677.7470 Direct/Collect 813-775-0196  
or  
Email at [agbge@aetna.com](mailto:agbge@aetna.com)

The International Health Advisory Team (IHAT) is a team of registered nurses that assist employees with:

- Holistic approach to provide support to members both in the US and internationally
- Pre-trip planning specific to your host country
- Worldwide coordination of routine and urgent medical care
- Obtaining prescription medications and medical devices
- Coordinating second opinions for complex cases
- Locating providers and specialists
- Discharge planning
- Benefit coordination
- Coordination of care for return to home country after assignment completion
- Members can request a contact by contacting the International Service Center or by accessing the IHAT contact form located under Resources at [aetnaglobalbenefits.com](http://aetnaglobalbenefits.com) under IHAT.



# International Health Advisory Team Member Interface



Contact customer service by e-mail.

Member



Contact customer service by phone.



IHAT nurse is the 24x7 contact for coordination of international health needs



Pre-trip planning  
Travel medications/DME  
Overseas provider info  
City/country info  
Medical Evaluation

IHAT holistic integration of available programs appropriate for member:

International  
EAP

Case  
Management

International Toll Free @  
877.677.7470  
Direct/Collect 813-775-0196



E-mail at [agbge@aetna.com](mailto:agbge@aetna.com)

24x7 IHAT availability for follow up member contact by phone or e-mail.