

International Crisis Evacuation Assistance

The below contact information is specific to requesting international crisis evacuation assistance services both for medical and non-medical evacuations. An international field team member may contact the below services directly, or [reach out to the ICMT](#) to contact the services on their behalf. Either way, if a crisis service is needed please let the [ICMT know immediately](#).



For medical insurance questions and claims please contact AETNA using your insurance card and [follow these instructions to submit a claim](#).

Please follow your International Crisis Plan and use the predetermined [Local Hospitals and Health Facilities](#).

If I need Medical Evacuation Assistance, who should I contact?

I'm covered by Reliant's [Aetna Medical Insurance Plan](#).

Please call Aetna WorldTravler and give them your Aetna Insurance member ID #. After reporting to Aetna, Reliant should be informed through the [International Crisis Hotline](#).



In most situations, if a medical evacuation will be needed, someone from Aetna will need to assess and direct the movement. It's important to engage the help of Aetna WorldTraveler early on during the incident.

- 1-877-242-5580 (Int'l Toll Free)
- 1-813-775-0246 (Int'l Collect)

I am NOT covered by Reliant's [Aetna Medical Insurance Plan](#)

Plases call AIG - Travel Guard Global Assistance and give them our Policy # 9120160. After initializing a claim with AIG, the individuals should inform Reliant.

AIG Insurance - Travel Guard Global Assistance
Policy Number: 9120160
Phone: 877-244-6871 (Within the U.S./Canada)
Phone: 715-346-0859 (Int'l Collect Call / Reverse Charge (Outside the U.S.))
Email: assistance@aig.com
Website: www.aig.com/us/travelguardassistance
What is Available:
<ul style="list-style-type: none">• Medical Assistance, evacuations, referrals for hospital and providers
<ul style="list-style-type: none">• Travel Assistance, lost luggage, lost passport, AMT location
<ul style="list-style-type: none">• Emergency telephone interpretation, Embassy/Consulate information
<ul style="list-style-type: none">• Concierge Services, ground transportation coordination, etc.
<ul style="list-style-type: none">• Identity Theft Assistance

<ul style="list-style-type: none"> • Assistance Website, Travel Security Awareness Training, Country Reports, Travel Alerts
<ul style="list-style-type: none"> • Security Assistance, Immediate Security Evacuation Assistance, Security Advisories

If I need to evacuate for non medical reasons or need immediate travel assistance, who should I contact?

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You can also secondarily call ACE/CHUBB executive assistance services if AIG does not provide you what was needed.

Executive Assistance Services (associated with ACE/Chubb Policy)
<ul style="list-style-type: none"> • Emergency Political Evacuation & Concierge Services
<ul style="list-style-type: none"> • Also for Emergency Medical, Personal, Travel Assistance
Phone: 800-766-8206 (Inside U.S. and Canada)

Phone: IDD+800-0200-8888 (Outside U.S. and Canada - 40 countries)

Phone: 202-659-7777 (Collect Calls Outside U.S. and Canada)

Phone: IDD 1-2020-659-7777 (Where Toll Free or Collect Calls are not available - Outside the U.S. and Canada)