

# Aetna Medical Evacuation



The following outlines the process for **emergency** situations. If you have a **non-emergency** medical need, requiring treatment in another location, you will be responsible for covering travel costs. Medical costs will be covered as normal under your Aetna plan.

1

A member or dependent becomes ill or injured and does not believe they are able to receive adequate care in their location or admitting facility.

2

A case is opened with **On Call International**. **On Call** manages the medical evacuation process for Aetna.

The case may be opened by the Member or Aetna by phone or by email.

**On Call International**

**Toll Free:** (800) 575-5014

**Tel:** (603) 328-1926

[mail@oncallinternational.com](mailto:mail@oncallinternational.com)

You will be asked to provide the member's location, physician name and contact information, and member information and contact details.

3

On Call will notify the Aetna clinical team when a case is opened. On Call will verify benefits with Aetna and then On Call and Aetna will then meet daily to review and discuss updates, with email communication during the day as needed.

4

On Call will request medical records from the treating physician and review them to assess medical necessity, confirm the member is receiving appropriate care, and determine whether a higher level of care is needed.

5

If it is determined that the member requires a level of care not available in their current location, OC will identify the closest appropriate facility able to provide the needed treatment. The mode of transport will depend on the member's medical condition and treatment needs and may include commercial air, air ambulance, or ground ambulance.

As part of your Aetna policy, you have access to Crisis 24 travel security risk alerts. You can register here: <https://crisis24horizon.com/Aetna/login> using your name, email, and Aetna WID.