

**Aetna International - Expatriate (Expat) Medical and Dental Benefits  
Coverage Information and Frequently Asked Questions**

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Your coverage and your dependents coverage in Aetna International will begin the day you begin your Expat assignment. Once your Expat assignment starts, you will have 30 days to make changes to your Aetna International coverage in regards to adding or dropping dependents. You will continue to have coverage under your domestic medical and dental option (HDHP or PPO) up until the date you leave for your assignment. In addition, your prescriptions will continue to be covered under your domestic medical option (HDHP or PPO) until your coverage changes to Aetna International.

**Frequently Asked Questions:**

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**How do I get my Aetna International ID cards?**

- Aetna International coverage begins on the day you begin your Expat assignment.
- You may print off your ID cards
  - Log on to [www.aetnavigators.com](http://www.aetnavigators.com) with your UserID and Password or if you haven't previously registered click "Register Now" and follow the on-screen prompts
  - Once you've logged on click "Get an ID Card", Select the member, and click on "View card"
- Aetna International will mail your ID cards to your home address reflected in the ConocoPhillips system.

**Note: If Aetna International does not reflect you as having coverage in their system, follow the instructions listed below:**

- If you have begun your Expat assignment, call the Benefits Center\* and notify them you have been told you do not have Aetna International coverage.
- You may also submit a secure email by logging onto YBR through My HR Express.
- Request an emergency enrollment.
- Request the Benefits Center\* provide you with your Aetna International ID number as soon as possible.

**I need to get my prescriptions filled before I leave on my Expat assignment. What coverage do I have and what do I need to do?**

- Until you begin your EXPAT assignment, you will continue to have coverage under your domestic medical and dental option (HDHP or PPO). This means you will continue to get your medications through Express Scripts.
- You will need to go to your physician and obtain new prescriptions that allow "**up to a 365 day**" supply. Note- Due to Federal Regulations not all medications and supplies are eligible for a 365 day allowance.
- Once you obtain your new prescriptions you may get your medications filled through a local pharmacy or through mail order. \*Note-Applicable co-insurance/co-pay may apply. See Benefit Highlight information posted on [hr.conocophillips.com](http://hr.conocophillips.com) for additional co-insurance/co-pay details.

**I have a specific Aetna International question I would like explained to me. Where can I find additional information?**

- Go to [hr.conocophillips.com](http://hr.conocophillips.com) and refer to the Benefit Highlights document
- Contact the Aetna International Service Center\*.

**\* Important Resources:**

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- The Benefits Center: **800-622-5501** or outside the US, call **718-354-1344**. Hours: Monday through Friday 7:00 AM to 6:00 PM CST.
- YBR: Access YBR through My HR Express under the Health and Welfare information or access YBR directly online at <http://resources.hewitt.com/conocophillips>. You will be prompted for a User ID and password.
- The Aetna International Service Center has Customer Service Representatives available 24 hours a day, 365 days a year to assist you with your benefit, eligibility and claim status questions. The toll free number is **800-231-7729** (outside the USA, via AT&T + access code) or you may call collect at **813-775-0190** (direct or collect outside the USA) or e-mail inquiries to [aiservice@aetna.com](mailto:aiservice@aetna.com).