

## Expatriate (Expat) Aetna International Medical and Dental Benefits Enrollment Process

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Once your Expat assignment begins you and your current covered dependents will automatically be enrolled in coverage with Aetna International. Within 7 to 10 business days of your assignment date you should receive an email from the Benefits Center notifying you that your benefits have changed. At that time, you will have 30 days to make changes to your Aetna International coverage in regards to adding dependents, dropping dependents, or making any additional changes.

To make changes online:

- Go to My HR Express or <http://resources.hewitt.com/conocophillips>.
- Log on to *Your Benefits Resources* (YBR) and proceed with making changes.
- If this is your first time to use YBR, you will be asked to enter the last 4 digits of your Social Security Number.

To make changes over the telephone:

- Call the Benefits Center\*
- If this is the first time you have called the Benefits Center you will be asked to set up a password.

### Important Reminders

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**Prescriptions:** 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 prescription drugs through Express Scripts until you leave on assignment. You and your covered dependents are eligible to receive up to a 365 day supply of medications. 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. Review the prescription information posted on [hr.conocophillips.com](http://hr.conocophillips.com) for additional co-insurance/co-pay details.

**ID Cards:** Aetna International ID cards will not be available until ***after your assignment*** start date. Please allow 10 to 15 business days for Aetna International to receive your enrollment information.

- You may print off your ID cards
  - Log on to [www.aetn navigator.com](http://www.aetn navigator.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.

For more information on the Aetna International Expat medical and dental coverage, please refer to the Expat page on [hr.conocophillips.com](http://hr.conocophillips.com).

### 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.
- 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).
- [hr.conocophillips.com](http://hr.conocophillips.com)