

2025 Insurance Resource and Information Sheet



Please keep this document accessible for reference throughout this school year.

Post it on the refrigerator or in a common area and feel free to contact AYA with any questions!

AYA National Office: 203-399-5417 or 800-322-4678

AYA 24 Hour Emergency Phone Line: 877-240-5225

You will speak to an operator who will take your information down and have an AYA staff member call you back. This is for true emergencies after hours, otherwise please call our direct line above from 9am-5pm EST.

Student Support:

During the program year the first person to call with any questions or concerns should always be your Local Coordinator. As an additional level of support, AYA's national office staff are there for students and host families any time. If you would like to speak to a staff member with questions or concerns during regular business hours, please contact the AYA office.

You may also contact Virginia (Ginny) George with any questions or concerns regarding student support.

Virginia George, Director of Student Support

Direct Phone: (203) 399-5097

Toll Free: (800) 322-4678 extension 5097

E-mail: vgeorge@aifs.org

Medical Insurance Info:

All AYA students are covered by insurance and are able to receive care in many hospitals and urgent care facilities. Insurance providers vary by country and overseas partner. Students received insurance cards and policy information prior to their departure from their home country. GIJ students should also contact CareMed partner in the U.S. – MedCare to request additional insurance card (see contact info in the table below).

IMPORTANT: All students should be prepared to pay for medical visits out of pocket, and then submit a receipt for reimbursement from insurance. It is critical that the correct insurance company and contact information be given to the medical provider at the time of service.

Please see the reverse side of this document for student insurance policy numbers and insurance provider details. Whenever possible, be sure to confirm the student's insurance information prior to going to the doctor.

(over for more details)

Country	Insurance Company	Contact Info	Emergency Line
Germany, Switzerland, Austria <i>OP CODE:</i> CMP GIJ	CareMed International Travel Insurance (HanseMerkur) MedCare, partner in the U.S.	Phone: 1-800 397 9905 E-mail: CareMedClaims@hansemerkur.de Online claim submission: Online claim form (hmr.de) MedCare (partner in the U.S.) 1-954-345-5650	CareMed Assist 24-hour-emergency number: +49 40 55557877 (Germany) +1 800 397 9905 (US)
Brazil, China, Poland, Republic of Georgia, Spain, Sweden, Ecuador, France, Grant programs <i>OP CODE:</i> CID DEM EXB FLX PAR POL SKA WYS PEC LOP APJ NOA	Aetna administered by CISI (Cultural Insurance Services International)	Phone: 800-303-8120 option 5 or 203-399-5130 Opening hours: 8 am–5 pm EST Email: claimhelp@mycisi.com To Locate a Provider https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=passport	AXA Assistance 855-327-1411 medassist-usa@axa-assistance.us
Spain <i>OP CODE:</i> AMG	ERGO	Phone: + 34 913 441 155 Students should download assistance app and register before the start of program	+ 34 913 441 155
Belgium, Italy, France <i>OP CODE:</i> WEE WEF WII	Insurance Broker company DHIG (Daily Health Insurance Group - DHIG) USA Assistance provider: One Team Health	1-888-387-0040 othclaims@dhig.net To locate a Provider: https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=passport	1-888-387-0040

	US Medical Network: Aetna		
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Medical Insurance Information – The six-digit AYA student ID (three letters and three numbers) must be used to confirm a student’s insurance company, for example GIJ543 or DEM123.