

## 2024 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 Services

Direct Phone: (203) 399-5097

Toll Free: (800) 322-4678 extension 5097

E-mail: [vgeorge@aifs.org](mailto:vgeorge@aifs.org)

### **Medical Insurance Info:**

All AYA students are covered by insurance and can receive care in hospitals and/or 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. German, Austrian, and Swiss students (GIJ and CMP) should also contact CareMed partner in the U.S. – MedCare – to request an additional insurance card (see contact info in the table).

**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 additional information 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)

**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.

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.	<b>Phone:</b> +1-800 397 9905 <b>E-mail:</b> <a href="mailto:CareMedClaims@hansemerkur.de">CareMedClaims@hansemerkur.de</a>  Online claim submission: <a href="http://hmr.de">Online claim form (hmr.de)</a>  MedCare (partner in the U.S.) +1-954-345-5660	CareMed Assist 24-hour-emergency number: +49 (0) 40 55557877
Brazil, China, Poland, Republic of Georgia, Spain, Sweden, Grant programs  <i>OP CODE:</i> CID DEM EXB FLX PAR POL SKA WYS	Aetna administered by CISI (Cultural Insurance Services International)	<b>Phone:</b> +1-800-303-8120 option 5 or 203-399-5130 Opening hours: 8 am–5 pm EST <b>Email:</b> <a href="mailto:claimhelp@mycisi.com">claimhelp@mycisi.com</a>  <b>To Locate a Provider</b> <a href="https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&amp;site_id=passport">https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&amp;site_id=passport</a>	AXA Assistance +1-855-327-1411  <a href="mailto:medassist-usa@axa-assistance.us">medassist-usa@axa-assistance.us</a>
Spain  <i>OP CODE:</i> AMG	AON / AXA	From the U.S./Canada +1-833-542-41 24  From outside of the U.S./Canada +34 93 214 22 47	AXA Assistance  +1-833-542-4124
Belgium, Italy, France  <i>OP CODE:</i> WEE WEF WII	Insurance Broker company: <b>DHIG (Daily Health Insurance Group - DHIG)</b>  USA Assistance provider: <b>One Team Health</b>  US Medical Network: <b>Aetna</b>	+1-888-387-0040 <a href="mailto:othclaims@dhig.net">othclaims@dhig.net</a>  <b>To locate a Provider:</b> <a href="https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&amp;site_id=passport">https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&amp;site_id=passport</a>	+1-888-387-0040