

Aetna Global
Benefits

Aetna Global Benefits (AGB): Direct Pay Hospital Information



We want you to know™
Aetna™

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AGB Direct Pay Hospitals Overview

- What are AGB Direct Pay Hospitals?
- Do I need to call AGB prior to an inpatient service and arrange a direct pay?
- Can I set up a direct pay arrangement at a facility that is NOT a part of AGB's Direct Pay Hospital Community?
- How long does it take to set up a one-time direct pay arrangement?
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- How do I set up a direct pay arrangement at a facility that is NOT a part of AGB's Direct Pay Hospital Community?
- How do I nominate a new facility to be added to the AGB Direct Pay Hospital Community?

What are AGB Direct Pay Hospitals?

- Established arrangements with leading hospitals outside the US
- Offer facilitation of admissions and payment processes for members with inpatient stays or services that will be in excess of \$500 USD
- Direct Pay facilities will accept payment directly from Aetna
- Members pay only their portion of expenses (i.e., coinsurance), rather than paying the full cost and filing for reimbursement

Do I need to call AGB prior to an inpatient service and arrange a direct pay?

- You are not required to call AGB prior to an inpatient stay at a direct pay facility
- For your convenience or peace of mind, you may call AGB and ask the member service representatives to facilitate the verification of benefits and ensure the direct pay will be set up upon your arrival
- Or, use the website to initiate the direct pay to be ready upon your arrival. Skip ahead to slide 7 for step by step instructions.

Can I set up a direct pay arrangement at a facility that is NOT a part of AGB's Direct Pay Hospital Community?

YES, you can!

- Call the AGB International Service Center at 877-677-7470 (toll free) or 813-775-0196 (collect).
- Contact AGB via email at agbge@aetna.com
- Utilize the following step-by-step instructions to request a direct pay arrangement via our secure member website:
www.aetnaglobalbenefits.com

How long does it take to set up a one-time direct pay arrangement?

- For urgent admissions with less than five business days notice (e.g. child birth, urgent surgery), please call the AGB International Service Center at 877-677-7470 (toll free) or 813-775-0196 (collect). AGB will handle the set up of these direct pay arrangements on an expedited basis.
- For planned admissions, it is recommended that you contact AGB (via phone, email, or at our website) at least five business days before your scheduled visit to ensure that your treatment and payment of services is not delayed.

How do I set up
a direct pay
arrangement?

Step 1: Access the AGB Website at www.aetnaglobalbenefits.com/ge and Click on “Aetna Global Benefits”

GE Expatriate Benefits - Microsoft Internet Explorer provided by Aetna

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home Print Mail

Address <http://aetnaglobalbenefitsmarketing.com/WebsiteUpdates/GEJumpPage/index.html> Go

Links Aetna Sites Saved Favorites Aetna Intranet Aetna Technet MyAssistant - CSP - Search Criteria

Aetna Global Benefits®

Welcome GE Globally Mobile Employees (GMEs)

Are you a U.S. GE employee?
U.S. GE employees enrolled in GE Healthcare Preferred through Aetna, [click here](#).

Quick Links:

- > [GE Global Health Plan Overview](#)
- > [Direct Payment Overview](#)
- > [Virtual Employee Meeting](#)
- > [Claim form](#)
- > [Recurring Reimbursement Election form](#)
- > [AT&T Calling Card](#)

GE Global Health Plan Benefits Handbook

Your GE Global Health Plan benefits handbook is an important information resource for you and provides complete details of the GE Global Health Plan.

Please visit gemooves.com > Resources > Global Health to download your handbook.

Aetna Global Benefits Overview

Access to information on your global health plan starts right here. Log on to your secure [Aetna Navigator®](#) to:

- View your online claim information
- Print out temporary identification cards
- View your explanation of benefits
- Access DocFind, our U.S. Provider directory.

Log on to your secure [Aetna Global Benefits](#) website to:

- Request direct payment services at 750+ hospitals for major procedures

Internet

How do I set up
a direct pay
arrangement?

Step 2: Log into the AGB Website using your previously established User Name & Password.
NOTE: If you have not yet registered for the AGB website, select “REGISTER” and follow the steps to establish your personal User Name & Password.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Aetna Global Benefits website. The address bar contains the URL <https://agb.aetna.com/login.do>. The page header includes the Aetna logo and navigation links: [Aetna Global Benefits Home](#), [Log In](#), [Help](#), and [Contact Us](#). The main content area is titled "Log into Secure AGB" and is divided into two primary sections: "SECURE LOG IN" and "REGISTER".

The "SECURE LOG IN" section, which is circled in red, contains two text input fields for username and password, followed by a "GO" button. Below the input fields are two links: [Forgot your Password?](#) and [Help with Logging In](#).

The "REGISTER" section includes the heading "REGISTER" and the text "Register to access personalized tools:". Below this is a bulleted list of user roles and their associated tools:

- Members: Find health care and more
- Employers: Plan administration tools
- Producers: Business tools and information

A "REGISTER" button is located at the bottom of this section.

To the right of the main content area is a "Login Navigation" box containing three links: [Forgot Password](#), [Login Help](#), and [Registration](#).

At the bottom of the page, there are several links: [Company Information](#), [Web Privacy Statement](#), [Legal Statement](#), [Privacy Notices](#), and [Member Disclosure](#). The footer text reads "Copyright © 2001-2008 Aetna Global Benefits".

How do I set up
a direct pay
arrangement?

Step 3: Select “Member Tools”

The screenshot shows a Microsoft Internet Explorer browser window displaying the Aetna Global Benefits Member Hub. The address bar shows the URL <https://agb.aetna.com/member.do>. The page features a blue header with the Aetna logo and a navigation bar with links for myAGB Home, Member Tools (circled in red), Resources, and Contact Us. Below the navigation bar, the page displays a welcome message for Todd Dzen and a list of shortcuts including Aetna Navigator, AGB, WorldTraveler Members, and Virtual Employee Meeting. There are also sections for 'Before you go' and 'While on Assignment' with links to planning, health care, and claims. The footer contains company information and a copyright notice for 2001-2008 Aetna Global Benefits.

How do I set up
a direct pay
arrangement?

Step 4: Select “Find Health Care”

The screenshot shows a Microsoft Internet Explorer browser window displaying the Aetna Global Benefits Member Hub. The address bar shows the URL <https://agb.aetna.com/member/tools.do>. The page features a navigation menu with options like 'myAGB Home', 'Member Tools', 'Resources', and 'Contact Us'. Under 'Member Tools', there are three sub-options: 'Find Health Care', 'Global Health and Security Information', and 'Customized Care'. The 'Find Health Care' link is circled in red. Below the navigation, the 'Member Tools' section is visible, with 'Find Health Care' as the first item, followed by 'Global Health and Security Information' and 'Customized Care'. The 'Find Health Care' link is accompanied by the text: 'Search our extensive database for information on more than 520,000 international and U.S. doctors and hospitals.' The 'Global Health and Security Information' link is accompanied by the text: 'Get health information from over 100 countries using our CityHealthSM Profiles and use our medical terminology translator to figure out how to say common medical terms in ten different languages. This collection of tools and resources provides helpful tips and information that will help you coordinate care before and during your assignment.' The 'Customized Care' link is accompanied by the text: 'Before you leave on assignment, check out security related information for the country you are traveling to and obtain travel tips to help keep you safe during your trip.' At the bottom of the page, there are links for 'Company Information', 'Web Privacy Statement', 'Legal Statement', 'Privacy Notices', and 'Member Disclosure', along with a copyright notice for 2001-2008 Aetna Global Benefits.

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Step 5: Select “International Direct Pay Hospitals”

The screenshot shows a Microsoft Internet Explorer browser window displaying the Aetna Global Benefits Member Hub. The address bar shows the URL: <https://agb.aetna.com/member/tools.do?page=/directpay/default>. The page content includes a navigation menu with 'myAGB Home', 'Member Tools', 'Resources', and 'Contact Us'. Under 'Member Tools', there are links for 'Find Health Care', 'Global Health and Security Information', and 'Customized Care'. The main heading is 'Finding a Doctor or Hospital'. Under 'International Destinations', the link 'International Direct Pay Hospitals' is circled in red. Below it, there is a description: 'Locate those hospitals throughout the world with whom we have established admissions procedures and direct payment arrangements.' There is also a link to the 'International Doctor Directory' and a note that direct pay arrangements are not available for international doctors. At the bottom, there are links for 'U.S. Destinations' and a footer with company information and copyright notice.

myAGB Home | Member Tools | Resources | Contact Us

Find Health Care | Global Health and Security Information | Customized Care

myAGB

Finding a Doctor or Hospital

International Destinations

- [International Direct Pay Hospitals](#)
Locate those hospitals throughout the world with whom we have established [admissions procedures and direct payment arrangements](#).
- [International Doctor Directory](#)
There's nothing more important than a referral from a trusted source when you're looking for a doctor. Searching our extensive online database gives you access to valuable profiles and other important information about doctors and specialists around the world.

Note: [Direct pay arrangements](#) are not available when utilizing international Doctors

U.S. Destinations

[Please proceed to DocFind](#): An Aetna Inc web based tool.

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How do I set up
a direct pay
arrangement?

Step 6: Utilizing the drop down box, select a country. Click on **“Submit”**

Welcome: Dzen, Todd

We want you to know [Aetna Global Benefits Home](#) | [Log Out](#) | [Help](#)

AGB Employee View Switch:

myAGB Home | Member Tools | Resources | Contact Us

Find Health Care | Global Health and Security Information | Customized Care

myAGB

Find a Direct Pay Hospital

International Destinations

To locate a hospital or other medical facility and initiate a direct pay, please review our [Direct Pay Procedures](#) before conducting your search using the tool below.

Please note: The hospitals listed within this search engine reflect only those providers with whom AGB and certain AGB alliance partners have established direct payment agreements.

If you do not wish to use the providers listed within this database for any reason (i.e. proximity to your location or lack of specialization in a specific area of medicine, etc.), please seek care at the facility of your choice. The hospitals listed within this search engine reflect only those providers with whom AGB and certain AGB alliance partners have established direct payment agreements.

This search tool is not intended to be comprehensive and may be updated periodically to reflect changes in contract status. The hospitals listed within the search tool form the AGB Provider Community.

This Community was established to assist members and plan sponsors with financial assistance when obtaining medical services and does not reflect a formal, credentialed network arrangement, or a "referral" to any of the listed providers since members may access care at their discretion.

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How do I set up a direct pay arrangement?

Step 7: Review the list of AGB Direct Pay Hospitals in this location. To initiate a direct payment request for any hospital listed, click on “**Send Request**” and continue on to **Step 8**. If you would like to submit a direct pay request for a hospital not listed, please skip to **Slide 15**

Employers

Direct Pay Provider Results

To view profiles on the medical facilities listed below, click on the corresponding facility name. To submit a direct pay request for a facility not listed, please [click here](#).

City/Region	Facility	Address	Initiate a Direct Pay
Aressy	CLINIQUE ARESSY	64320 Bizanos	Send Request
Bergerac	Clinique PASTEUR	54-56 rue du Professeur Pozzi, 24100, Be	Send Request
Bordeaux	CLINIQUE SAINT AUGUSTIN	114, avenue d'Ares	Send Request
Carcassonne	POLYCLINIQUE MONTRÉAL	Route de Bram, 11890	Send Request
Charenton le Pont	CLINIQUE DE BERCY	9 quai de Bercy	Send Request
Dunkerque	CLINIQUE VILLETTE	18, Rue Parmentier	Send Request
Le Puy en Velay	CLINIQUE BON SECOURS	67 bis, avenue du Maréchal Foch	Send Request
Lyon	CLINIQUE DE CHAMPVERT	71, rue Benoist Mary	Send Request
Metz	HOPITAL CLINIQUE CLAUDE BERNARD	97 rue Claude Bernard	Send Request
Montpellier	CLINIQUE SAINT JEAN	36, Avenue Bouisson Bertrand	Send Request
Paris	American Hospital of Paris	63, Boulevard Victor Hugo	Send Request
Saintes	CLINIQUE RICHELIEU	22 rue Montlouis	Send Request
Thionville	CLINIQUE NOTRE DAME	3, rue Paul Albert	Send Request
Toulouse	CLINIQUE AMBROISE PARE	31082 Toulouse	Send Request

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Local intranet

How do I set up
a direct pay
arrangement?

Step 8: Fill out this form which contains questions regarding your upcoming planned admission. Click **“Submit”** on the bottom of this page once complete. This completes your direct pay request.

The screenshot shows a web browser window titled "Aetna Global Benefits: Direct Pay Provider Request - Microsoft Internet Explorer provided by Aetna". The address bar shows the URL: <https://agb.aetna.com/directpayprovider/request.do?txtPath=&txtProvID=396>. The page content includes a navigation menu with "Employers" selected, a main heading "Initiate a Direct Pay Request", and a form with the following fields:

*** Required Fields**

Hospital Information

Hospital Name *	<input type="text" value="CLINIQUE ARESSY"/>
Hospital Address *	<input type="text" value="64320 Bizanos"/>
Hospital City *	<input type="text" value="Aressy"/>
Hospital Country *	<input type="text" value="FRANCE"/>
Hospital Contact Name	<input type="text"/>
Hospital Phone	<input type="text" value="+33(0)5.59.82.26.26"/>
Hospital Email Address	<input type="text"/>

Please provide the following information:

Member Name *	<input type="text"/>
Member ID *	<input type="text"/>
Patient Name *	<input type="text"/>
Patient Date of Birth * (mm/dd/yyyy)	<input type="text"/>
Member Email Address *	<input type="text"/>
Employer Name	<input type="text"/>

How do I set up
a direct pay
arrangement?

How do I set up a direct pay arrangement at a facility that is NOT a part of AGB's Direct Pay Hospital Community?

- AGB will attempt to set up a one-time direct pay arrangement with any facility outside our Direct Pay Hospital Community.
- AGB recruits facilities suggested by our members during the One-Time Direct Pay Submission process to become full members of the AGB Direct Pay Hospital Community
- Utilize the following step-by-step instructions to submit a One-Time Direct Pay Request

How do I set up a direct pay arrangement?

Step 1: After following the previously displayed steps 1 through 7, click where noted below to initiate a one-time direct pay request

Employers

Direct Pay Provider Results

To view profiles on the medical facilities listed below, click on the corresponding facility name. To submit a direct pay request for a facility not listed, please [click here](#).

City/Region	Facility	Address	Initiate a Direct Pay
Aressy	CLINIQUE ARESSY	64320 Bizanos	Send Request
Bergerac	Clinique PASTEUR	54-56 rue du Professeur Pozzi, 24100, Be	Send Request
Bordeaux	CLINIQUE SAINT AUGUSTIN	114, avenue d'Ares	Send Request
Carcassonne	POLYCLINIQUE MONTRÉAL	Route de Bram, 11890	Send Request
Charenton le Pont	CLINIQUE DE BERCY	9 quai de Bercy	Send Request
Dunkerque	CLINIQUE VILLETTE	18, Rue Parmentier	Send Request
Le Puy en Velay	CLINIQUE BON SECOURS	67 bis, avenue du Maréchal Foch	Send Request
Lyon	CLINIQUE DE CHAMPVERT	71, rue Benoist Mary	Send Request
Metz	HOPITAL CLINIQUE CLAUDE BERNARD	97 rue Claude Bernard	Send Request
Montpellier	CLINIQUE SAINT JEAN	36, Avenue Bouisson Bertrand	Send Request
Paris	American Hospital of Paris	63, Boulevard Victor Hugo	Send Request
Saintes	CLINIQUE RICHELIEU	22 rue Montlouis	Send Request
Thionville	CLINIQUE NOTRE DAME	3, rue Paul Albert	Send Request
Toulouse	CLINIQUE AMBROISE PARE	31082 Toulouse	Send Request

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Local intranet

How do I set up
a direct pay
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Step 2: Fill out the form with the requested hospital information and information regarding your planned admission. Click **“Submit”** on the bottom of this page once complete. This completes your one-time direct payment request.

The screenshot shows a web browser window titled "Aetna Global Benefits: Direct Pay Provider Request - Microsoft Internet Explorer provided by Aetna". The address bar shows the URL "https://agb.aetna.com/directpayprovider/request.do". The page content includes a navigation menu with "Employers" selected, a main heading "Initiate a Direct Pay Request", and a form with the following sections:

- * Required Fields**
- Hospital Information**
 - Hospital Name *
 - Hospital Address *
 - Hospital City *
 - Hospital Country *
 - Hospital Contact Name
 - Hospital Phone
 - Hospital Email Address
- Please provide the following information:**
 - Member Name *
 - Member ID *
 - Patient Name *
 - Patient Date of Birth * (mm/dd/yyyy)
 - Member Email Address *
 - Employer Name

The form fields are represented by empty text boxes. The browser's status bar at the bottom shows "Done" and "Local intranet".

Final Step: Direct Pay Confirmation For Planned Procedures

- A verification of benefits notice will be sent to you via email prior to your scheduled appointment/admission date (provided that you have followed the previous steps). While a copy will have already been sent to the provider, we recommend that you also bring a copy with you to your appointment/admission
- Be sure to bring your AGB ID Card to your appointment/admission. The hospital will request your ID number and Group number. You can find these numbers on your AGB ID card.

How do I nominate a new facility to be added to the AGB Direct Pay Hospital Community?

- To nominate a hospital for inclusion in the AGB Direct Pay Hospital Community, please contact the AGB International Service Center via phone at 877-677-7470 (toll free) or 813-775-0196 (collect) or via email at agbge@aetna.com.