

## **New Security Service for BSA Staff Enrolled in Aetna International Plan**

Brookhaven Science Associates (BSA) employees who are enrolled in the Aetna International Plan and are working abroad can register for the Aetna International Security Assistance program.

BSA is making this service available to you for help with challenges you may experience while abroad, including weather events, civil unrest, and pandemics. Crisis management experts are available to help you anticipate, plan, and face challenges head-on from anywhere in the world.

Specifically, the service provides:

- Safety advice and assistance
- Personalized travel reports and safety briefings
- Email and text alerts for up to the minute information, and more.

### **Signing Up Is Easy**

You can register for the International Security Assistance program through your personalized Aetna Health Hub ([www.aetnainternational.com](http://www.aetnainternational.com)). Click on the "Well-Being" tab and look for the "Living and Working Abroad" section.

If you haven't already signed up for Aetna Health Hub, please do that first. The Health Hub allows you to find nearby doctors and hospitals, access your health care plan documents, submit claims, and more. Use that same link ([www.aetnainternational.com](http://www.aetnainternational.com)) and fill in your name, date of birth, and the member ID number on your Aetna member card.

Once you're signed up, you can also set up two apps for more convenience—the Health App and International Mobile Assistant—using Apple's App Store or Google Play store.

FYI: While registering for the International Security Assistance program, you may see the names Crisis24 or WorldAware. Crisis24 is the company that provides the international security service through Aetna, and it was formerly named WorldAware.

### **Assistance Always Available**

The Aetna International Member Service Center is available 24/7. If you have questions or need assistance, please contact Aetna International (800-231-7729).