



Aetna Student Health Contact Information



| Corporate Information | Claims/Customer Information |
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| <p>Aetna Student Health 1 Charles Park Cambridge, MA 02142-1254</p> | <p>Aetna Student Health PO Box 15708 Boston, MA 02215</p> <p>Claims/Customer Service Telephone: (800) 966-7772 (<i>dedicated BU Toll Free number</i>) Collect calls accepted from overseas</p> |
| Student, Parent and Provider Inquiries | |
| <p>Worldwide Web Access: www.aetnastudenthealth.com</p> | <ul style="list-style-type: none"> ➤ Health insurance plan brochure ➤ Customer service e-mail ➤ Travel assistance service information |
| <p>Aetna Student Health Customer Service Department: Telephone (800) 966-7772</p> | <ul style="list-style-type: none"> ➤ Claim questions ➤ Benefit questions ➤ ID card requests |
| <p>Aetna Policy Information: Policy Number: 711110</p> | <p>To locate a Preferred Provider</p> <ul style="list-style-type: none"> ➤ Website: www.aetnastudenthealth.com (<i>Select “Boston University” from the “Find Your School” drop down menu to get to your school’s main menu, then select “DocFind”</i>) |
| <p>Boston University Student Accounting Services Telephone (617) 353-2264</p> | <ul style="list-style-type: none"> ➤ Questions regarding charges to your student account <p>www.bu.edu/studentlink</p> |
| <p>On Call International: Telephone Within the US (866) 525-1956 Outside the US (collect) (001) (603) 328-1956 www.oncallinternational.com</p> | <ul style="list-style-type: none"> ➤ Travel assistance services ➤ Medical evacuation ➤ Repatriation |
| Student Health Services | |
| <p>Located on the Charles River Campus :</p> <p>881 Commonwealth Avenue- West</p> <p>Telephone (617) 353-3575 www.bu.edu/shs/</p> <p>Available to all full and ¾ time students at Boston University, and all participants in the Student Health Insurance Plan.</p> | <p>Access to medical and behavioral health services, including:</p> <ul style="list-style-type: none"> • Women’s Health Care • Laboratory services • Immunizations • Immediate Care services (including strep throat, lacerations, earaches, etc.) • Psychiatrists, psychologists, nurse clinical specialist, and social workers available for behavioral health issues. <p>Most services are provided at little to no cost to the student.</p> |