# AES Case Opening Guide
## Admin Version

AES (Academic Emergency Services) is AHP's customized program for student travel emergency services.

AES coverage information can be located on your school's mycare26.com website.

To open an AES case, Contact GeoBlue at 1 (855) 873-3555 (Toll Free) or (610) 263-4660 (Outside the U.S.) for emergency situations or send an email to globalhealth@geo-blue.com and copy aes@ahpcare.com.

OR

Email judith@ahpcare.com, andrea.denning@ahpcare.com and your Client Account Manager.

Specify the following data when opening a case.

| | |
|---|---|
| AHP/AES Group ID: | **GHS9999AHPCO** |
| Student Name: | |
| Student ID: | |
| Student DOB: | |
| Current Location of Student: | |
| Name and contact details of Treating Physician: | |
| Relative Name: | |
| Phone number of whom to communicate with: | |
| Address: | |
| Email Address: | |
| Name of School: | |
| Home Country (if applicable): | |
| Contact at School: | |
| Who Opened Case (Name, Title, Email, Phone Number): | |
| Services Needed*: <br> *View the AES flyer for services available or contact your Client Account Manager at AHP or school. | |
| Travel Dates: _____ to _____ (if applicable) | |
| Insurance Carrier: | |
| Insurance Member ID: | |
| Enrollment Coverage Period Dates: | |

AHP will work with GeoBlue and family to manage the cases.

aes | **Academic Emergency Services**