

# AES Case Opening Guide

## Student 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](http://mycare26.com) website.

To open an AES case, Contact GeoBlue at [1 \(855\) 873-3555](tel:18558733555) (Toll Free) or [\(610\) 263-4660](tel:6102634660) (Outside the U.S.) for emergency situations or send an email to [globalhealth@geo-blue.com](mailto:globalhealth@geo-blue.com) and copy [aes@ahpcare.com](mailto:aes@ahpcare.com).

Specify the following data when opening a case.

AHP/AES Group ID:	<b>GHS9999AHPCO</b>
Membership Type/Name of the Program:	<b>Global Medical &amp; Travel Assistance Services</b>
The Insured Person's Name:	
School Attending:	
Student DOB:	
Student ID:	
Detailed information regarding the nature of the emergency:	
The name and contact details of the treating physician and/or hospital (if applicable):	
The insured person's specific location in the country. Utilize a GPS if available.	

You can also contact your administrative team that manages the Student Health Insurance Plan at your school and they can open a case with AHP/GeoBlue.