

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 myahpcare.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 and copy aes@ahpcare.com.

Specify the following data when opening a case.

AHP/AES Group ID:	GHS9999AHPCO
Membership Type/Name of the Program:	Global Medical & Travel Assistance Services
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.