

# Guarantee of Payment (GOP) - Where to Contact

This listing applies **ONLY** to and is for the use of the Missions/Missionaries of The Church of Jesus Christ of Latter-day Saints

Country/Area	GOP Email ( <i>Preferred</i> )	GOP Phone #
Africa Central Area ( <i>except</i> Kenya, Republic of Congo, Tanzania, & Uganda)	<a href="mailto:agb@mso.co.za">agb@mso.co.za</a>	<b>MSO</b> +27 (11) 259-5393 (MSO 24/7 Clinical Line)
Africa South Area	<a href="mailto:agb@mso.co.za">agb@mso.co.za</a>	<b>MSO</b> +27 (11) 259-5393 (MSO 24/7 Clinical Line)
Africa West Area	<a href="mailto:agb@mso.co.za">agb@mso.co.za</a>	<b>MSO</b> +27 (11) 259-5393 (MSO 24/7 Clinical Line)
Albania	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 3(592) 492-8384
Argentina - Young Missionaries	See " <i>How the Program Works</i> " document on the <b>Argentina</b> page of the custom website Aetna has created for the Missions/Missionaries to use for more information	<b>Swiss Medical</b> 0810-444-7700
Argentina - Senior Missionaries	No email.	<b>MD Abroad</b> +54 (11) 5217 5841
Armenia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 3(592) 492-8384
Australia and New Zealand	<a href="mailto:sydney@euro-center.com">sydney@euro-center.com</a>	<b>Euro Center Sydney</b> 6(128) 274-5700
Belarus	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Belgium	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 4-681-211-1183
Bolivia	<a href="mailto:aetna-lds@gmml.com">aetna-lds@gmml.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Bosnia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Brazil	See " <i>How the Program Works</i> " document on the <b>Brazil</b> page of the custom website Aetna has created for the Missions/Missionaries to use for more information.	<b>SulAmerica Service Call Centers (24/7)</b> <b>In and around state capitals:</b> 4004-5900 <b>All other regions of Brazil:</b> 0800-970-0500
Bulgaria	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 3(592) 491-7023
BYU China Teachers Program	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Cambodia	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Canada	No GOPs Required	No GOPs Required
Cape Verde	<a href="mailto:agb@mso.co.za">agb@mso.co.za</a>	<b>MSO</b> +27 (11) 259-5393 (MSO 24/7 Clinical Line)
Caribbean ( <i>all Islands except Jamaica and Trinidad</i> )	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Chile	<a href="mailto:aetna-lds@gmml.com">aetna-lds@gmml.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Columbia	<a href="mailto:aetna-lds@gmml.com">aetna-lds@gmml.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Costa Rica	<a href="mailto:aetna-lds@gmml.com">aetna-lds@gmml.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Croatia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Cyprus	<a href="mailto:Aetna@healthwatch.gr">Aetna@healthwatch.gr</a>	<b>Health Watch</b> 30 2310 689067
Czech Republic	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483

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Denmark	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 47 (21) 955821
Dominican Republic	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Ecuador	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
El Salvadore and Belize	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Estonia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Finland	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 358 942 704 750
France	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 33 1828 81365
Georgia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 3(592) 492-8384
Germany	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 497-1193-709-491
Greece	<a href="mailto:Aetna@healthwatch.gr">Aetna@healthwatch.gr</a>	<b>Health Watch</b> 30 2310 689067
Guam	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Guatemala	<a href="mailto:autorizaciones@universales.com">autorizaciones@universales.com</a>	<b>Universales</b> 5630-3195
Haiti	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Herzegovina	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Honduras	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Hong Kong	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Hungary	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 497-1193-709-491
India	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Indonesia	<a href="mailto:case.managers@fullertonhealth.com">case.managers@fullertonhealth.com</a> Cc: <a href="mailto:evo.silalahi@fullertonhealth.com">evo.silalahi@fullertonhealth.com</a>	<b>Fullerton</b> +6221 29976312 Direct
Island of Jamaica	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Island of Trinidad	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Italy	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 497-1193-709-491
Japan	<a href="mailto:sydney@euro-center.com">sydney@euro-center.com</a>	<b>Euro Center Sydney</b> 6(128) 274-5700
Kenya	<a href="mailto:preauth@executive-healthcare.com">preauth@executive-healthcare.com</a>	<b>EHS</b> +254 737 786 121
Laos	<a href="mailto:sydney@euro-center.com">sydney@euro-center.com</a>	<b>Euro Center Sydney</b> 6(128) 274-5700
Latvia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483

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Lithuania	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Malaysia	Inpatient Team: <a href="mailto:adm@medix.com.my">adm@medix.com.my</a> Outpatient Team: <a href="mailto:hct@medix.com.my">hct@medix.com.my</a>	<b>Medi Express</b> Local toll free: 1 300-80-0020 General Line: +603-7884 1818
Mexico	See " <b>How the Program Works</b> " document on the <b>Mexico</b> page of the custom website Aetna has created for the Missions/Missionaries to use for more information.	<b>Singeria</b> 800 000 0277 (Mexico free of charge) 5249 8383 (within Mexico City) 01 (55) 5249 8383 (Outside of Mexico City)
Micronesia	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Mongolia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Montenegro	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Netherlands	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 4-681-211-1183
Nicaragua	<a href="mailto:aetna-lds@gmml.com">aetna-lds@gmml.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Norway	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 47 (21) 955821
Pacific Islands	<a href="mailto:sydney@euro-center.com">sydney@euro-center.com</a>	<b>Euro Center Sydney</b> 6(128) 274-5700
Pakistan	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Panama	<a href="mailto:aetna-lds@gmml.com">aetna-lds@gmml.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Paraguay	<a href="mailto:aetna-lds@gmml.com">aetna-lds@gmml.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Peru	<a href="mailto:aetna-lds@gmml.com">aetna-lds@gmml.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Philippines	<a href="mailto:aetnasupport@maxicare.com.ph">aetnasupport@maxicare.com.ph</a>	<b>Maxicare</b> <b>In Manila:</b> 8582 1965 <b>Outside Manila:</b> (632)8582 1965 or (02)8582 1965
Poland	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 4-681-211-1183
Portugal	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 497-1193-709-491
Puerto Rico	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Repuclic of Congo	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Republic of Ireland	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 497-1193-709-491
Romania	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 497-1193-709-491
Russia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Serbia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Singapore	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct

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Country/Area	GOP Email ( <i>Preferred</i> )	GOP Phone #
Slovakia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
Slovenia	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 7-495-255-1483
South Korea	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Spain	<a href="mailto:h24@mcimanager.com">h24@mcimanager.com</a>	<b>MCI</b> 34 913 016 388
Sweden	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> +46 81 21 11183
Taiwan	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Tanzania	<a href="mailto:preauth@executive-healthcare.com">preauth@executive-healthcare.com</a>	<b>EHS</b> +254 737 786 121
Thailand	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct
Turkey	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 1(813) 775-0141
Uganda	<a href="mailto:aetnaclaims@medilinkworld.com">aetnaclaims@medilinkworld.com</a> Include in the subject line: <b>IMPORTANT - CLDS - PREAUTHORIZATION REQUEST</b>	<b>Africa Medilink</b> For <b>EMERGENCY ESCALATIONS ONLY</b> + 254 735 200300, +254 735 200301, or +254 735 200304
Ukraine	<a href="mailto:agb@ap-companies.com">agb@ap-companies.com</a>	<b>AP Companies</b> 38-048-710-0103
<b>United Kingdom</b> <i>(England, North Ireland, Scotland, and Wales)</i>	<a href="mailto:managedcare@healix.com">managedcare@healix.com</a> & <a href="mailto:Aetna@healix.com">Aetna@healix.com</a>	<b>Healix</b> 0-203-640-6830
Uruguay	<a href="mailto:aetna-lds@gmmi.com">aetna-lds@gmmi.com</a>	<b>GMMI</b> 813-775-0426 Direct 888-219-5950 Toll Free
Vietnam	<a href="mailto:AILOA@aetna.com">AILOA@aetna.com</a>	<b>Aetna International</b> 888-219-0477 Toll Free 813-775-0451 Direct