

THANK YOU FOR CHOOSING ISO AS YOUR PLAN MANAGER.

Getting started

ISO's customer service team is standing by to assist with questions and concerns. Present this insurance card when visiting any physician or pharmacy.

Find doctors, clinics & hospitals

1. We recommend the students to use the student health center at your school.
2. If not available, search for an in-network provider under the Aetna PPO network [here](#).
3. When calling the provider for appointment **indicate your plan uses the Aetna PPO**.

How to file a claim

You should ask the medical provider offices to file the claim to Aetna PPO at **PO Box 981543 El Paso, TX 79998**.

Check claim status

Members: Check claim status online, please visit [www.isoa.org/ClaimsProcess](http://www.isoa.org/ClaimsProcess)

Pharmacy

Present your Insurance ID card when visiting the pharmacy.

Best Health,  
ISO Customer Service Team

ISO – For International Students, By International Students



PROVIDER CLAIM STATUS AND ELIGIBILITY: 800.414.0596

**Submit all claims to:**  
**Aetna PPO**  
PO Box 981543  
El Paso, TX 79998-1543  
**EDI Payer ID: 60054**

Correspondence/Non PPO:  
SISCO Benefits  
PO Box 3190  
Dubuque, IA 52004-3190

**Prior-authorization required:**  
833.577.2586

**Member Services:** 833.577.2586  
**Provider Services:** 800.414.0596  
**Pharmacy Help Desk:** 800.364.6331

**Evacuation/Repatriation Services**  
On Call: 866.525.1959

**Name:**

Rakesh Sundari

**Insurance ID:** 301778502

**Effective Date:** 8/1/2024

**Policy Number:**  
47250153ION0813

**Group Number:** 149376-11-103

**RX BIN:** 610502

**RX PCN:** 00670000

**RX Group:** 149376



PPO/NAP

<b>Annual deductible</b>	\$500
<b>Copay</b>	
Student health center	\$0
Primary care physician	\$30
Specialist	\$50
Urgent care	\$50
Emergency room	\$300

NO REFERRAL REQUIRED