



Academic HealthPlans and your school recognize the challenges you may face while studying or traveling away from home.

To ensure you have immediate access to assistance if you experience a travel related crisis, Academic HealthPlans has included Academic Emergency Services (AES) in your Student Health Insurance Plan coverage. AES offers a wide range of services and benefits to provide everything you need to prepare for your international experience, as well as get the help or information you need in a crisis, no matter how large or small.

Academic Emergency Services provide solutions to small challenges —

Finding an adequate doctor in an unfamiliar location, getting a prescription filled when away from home, finding an interpreter quickly when you need to share or receive information, help in locating lost luggage or replacing a passport.

As well as during a critical crisis —

Ensuring adequate care is available locally if you need medical care or are hospitalized, and if it isn't, getting you emergency medical transport to an adequate facility or to your home, or hospital nearest your home, when medically advisable.

There are also services and benefits to help you and your family with expenses that you may not consider until faced with an emergency —

Getting a family or friend to you if you are hospitalized or getting you home in the event you have an illness or death in the family, return of remains to your family in the unfortunate event of death.

**Preparing for your time away from home is easy.
Simply visit the Academic Emergency Services portal:**

aes.mysearchlightportal.com

Login: AHPAES

Password: student1



**Academic
HealthPlans**

All services must be arranged and paid through the Academic Emergency Services program in order for the benefits to apply; there is no claim process for reimbursement of self-paid expenses. Terms, limitations and conditions apply to all services and benefits.

As a participant in the student health plan, you have access to the following services and benefits when you are traveling over 100 miles from home or outside your home country:

Emergency Medical Evacuation, Repatriation and Emergency Family Assistance Services

- Emergency Medical Evacuation, Unlimited
- Medically Advisable Repatriation, Unlimited
- Return of Deceased Remains, Unlimited
- Visit by Family Member or Friend, up to \$5,000 with 7 day hospitalization
- Return of Dependent Children, up to \$5,000, if left unattended
- Emergency Return Home, up to \$2,500, in the event of illness or death of family member
- Bereavement Reunion, up to \$2,500, in the event of death
- Return of Personal Belongings, up to \$1,000 in the event of evacuation or death
- Accidental Death and Dismemberment, \$25,000

Medical, Travel, Safety, and Legal Assistance

- Pre-travel information
- Doctor, dentist or ophthalmologist referrals
- Medical monitoring to ensure adequate care
- 24/7 Nurse Help Line
- Prescription assistance or medicine dispatch
- Lost luggage assistance
- Passport replacement assistance
- Emergency travel arrangements
- Translation assistance and/or interpreter referral
- Legal consultation and referral
- Emergency message forwarding

Academic Emergency Services are available to you 24 hours a day, 7 days a week. Simply call the number on the membership card to get access to knowledgeable assistance coordinators who will help you navigate any unfamiliar cultures or circumstances. AES accepts all collect calls so you can always request to reverse the charges when calling from outside the US or Canada. If you are short on minutes, simply send an email requesting a call-back.

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 <p>Academic Emergency Services</p> <p>AES services are administered by</p> 	 <p>MEMBERSHIP TYPE Global Medical and Travel Assistance Services</p>	<p>To contact On Call from the U.S. or Canada, call: 1 (855) 464 8975</p> <p>To contact On Call from outside the U.S. or Canada, dial the country access code followed by the collect number: 1 (603) 328 1362</p> <p>AT&T country access codes can be found through local directory assistance or http://att.com/traveler/. If there is no access code, proceed with making a collect call.</p>
<p>ON CALL SUPPORT</p>	<p>TOLL FREE 1 (855) 464 8975 COLLECT 1 (603) 328 1362 EMAIL mail@oncallinternational.com</p>	<p>If you need medical or travel assistance, regardless of the nature or severity of your situation, please contact On Call 24 hours a day/7 days a week.</p>

To obtain additional pre-travel information or advice, or in the event of a medical, travel or security crisis, call Academic Emergency Services immediately.

All services must be arranged and paid through the Academic Emergency Services program in order for the benefits to apply; there is no claim process for reimbursement of self-paid expenses. Terms, limitations and conditions apply to all services and benefits.

Academic Emergency Services and AD&D coverage are administered by On Call International LLC, a separate and independent company from Academic HealthPlans.

