

# Academic Emergency Services User Guide

This guide provides you with step-by-step instruction for opening an AES/GeoBlue® medical evacuation, repatriation and emergency family travel or reunion case. We've also listed possible scenarios that will help you understand the types of situations that warrant opening a case.

## Opening a Case

To open a case, please email GeoBlue at **globalhealth@geo-blue.com** and copy these participants:



- **aes@ahpcare.com**
- **judith@ahpcare.com**
- **andrea.denning@ahpcare.com**

Email is the quickest way to open a case, and it makes sure that everyone who needs to know is informed. If you run into any trouble using email, you can call GeoBlue:



- Inside the U.S.: **1-855-878-3555** (toll-free U.S. domestic calls accepted)
- Outside the U.S.: **+1-610-263-4660** (international collect calls accepted)

GeoBlue needs this information to continue with a case. Please be sure to include the following in your email:

- |                                                  |                                                      |
|--------------------------------------------------|------------------------------------------------------|
| • AHP/AES Group ID: GHS9999AHPCO                 | • Address                                            |
| • Student name                                   | • Email address                                      |
| • Student ID                                     | • Name of school                                     |
| • Student DOB                                    | • Home country (if applicable)                       |
| • Current location of student                    | • Contact at school                                  |
| • Name and contact details of treating physician | • Who opened case (name, title, email, phone number) |
| • Relative name                                  | • Services needed                                    |
| • Phone number of whom to communicate with       |                                                      |

## Medical Evacuation and Repatriation Case



### What is it?

If a member needs to be hospitalized because of a serious or life-threatening injury or sickness and a nearby hospital is not equipped to help, the member will be medically evacuated to the nearest hospital that can provide treatment. Once recovered, the member can return to their studies.

If a member needs long-term medical care that keeps them from going back to school, they will be repatriated back to their home country.

### Case Journey:

- Medical transport case started.
- GeoBlue issues a HIPAA form to the member requesting authorization to share their medical details with family, their school and AHP.
- GeoBlue talks to the doctor who is treating the member to determine when they can travel and the best form of transportation. It is at this step GeoBlue finds out if a medical evacuation or repatriation is needed for the member.
- GeoBlue asks for the member's passport details to arrange their travel.
- GeoBlue plans the trip, calculates costs, and gets a travel escort if necessary.
- Once GeoBlue and the treating doctor confirm the member is Fit to Fly and the member gives travel consent, we share the travel plan and make sure everything is ready.
- GeoBlue tracks the trip and makes sure the member gets to their destination safely.
- Medical transport case closed.

## Repatriation of Mortal Remains (RMR) Case



### What is it?

If a member dies, their remains will need to be repatriated back to their home country.

### Case Journey:

- RMR case started.
- GeoBlue obtains request details and locates the remains.
- GeoBlue identifies the point of contact (POC) for the deceased to gather family wishes and review correct benefits.
- GeoBlue coordinates with the international or domestic funeral provider to send the remains to their final resting place.
- GeoBlue follows up with the POC to confirm the remains' safe arrival and make sure all covered expenses are paid through the claims process.
- RMR case closed.

## Emergency Family Travel Arrangement Case



### What is it?

If a member is traveling alone, gets sick or injured and must stay in the hospital for more than three days, they can choose one family member or friend to visit them in the hospital. We'll give that person an economy round-trip plane ticket.

### Case Journey:

- Emergency Family Travel case started.
- GeoBlue obtains request details, including a diagnosis and timeline.
- The visiting family member decides if they want to use GeoBlue's services or plan everything themselves. If they plan it themselves, they'll have to submit a claim.
- If they choose to use GeoBlue's services, we'll pay for their lodging, meals, help the family member or friend buy round-trip plane tickets through GeoBlue's travel agent, and other minor expenses up to the benefit limit.
- GeoBlue is available to answer any questions about what this benefit covers for the visiting family member.
- Emergency Family Travel case closed.

## Emergency Family Reunion Arrangement Case



### What is it?

We can provide a round-trip plane ticket for a member to return home when a close family member is sick or has died. A close family member would be a spouse, child, brother, sister, parent or grandparent.

### Case Journey:

- Emergency Family Reunion case started.
- GeoBlue obtains request details.
- Member decides if they want to use GeoBlue's services or plan everything themselves. If they plan everything themselves, they'll have to submit a claim.
- If they choose to use GeoBlue's services, we can help the member buy round-trip plane tickets through GeoBlue's travel agent.
- GeoBlue is available to answer any questions about what this benefit covers for the member.
- GeoBlue is always in touch with the member:
  - While they're in their home country
  - When they're flying back
  - When they get back to school
- Emergency Family Reunion case closed.



If a member needs to submit a claim for reimbursement under these services, a claim form can be requested from AHP.

If you have any questions about these services, please reach out to your plan administrator or refer to the certificate of coverage to see coverage limitations.

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