



## aes | Academic Emergency Services

### We have you covered while studying or traveling away from home

To ensure you have immediate access to assistance if you experience a travel related crisis, we have 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.



#### **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 transportation to an adequate facility or to your home, or hospital nearest to 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.** We can arrange for loved ones to be with you if you are hospitalized, get you home in the event you have an illness or death in the family, or return 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 at [aes.myahpcare.com](https://aes.myahpcare.com)



# Academic Emergency Services

As a participant in the student health plan, you have access to the following:

### Emergency Medical Evacuation, Repatriation and Emergency Family Assistance Services

- Medical Evacuation and Repatriation, Unlimited
- Repatriation of Mortal Remains, Unlimited
  - Expenses for embalming or cremating of the remains.
  - The minimally necessary casket or air tray required by the transporting airline
  - Domestic and international paperwork fees, including up to 3 copies of a death certificate
  - Transportation of the remains to your place of residence or place of burial
- Repatriation of Mortal Remains, Additional Benefits
  - Up to a maximum of \$3,000 for the immediate family to use for expenses associated with traveling to a funeral or actual funeral related expenses such as an urn, casket, coffin, burial or funeral expenses
  - Up to a maximum of \$2,500 for air travel expenses for a family member/companion to join the insured's body during the repatriation
- Emergency Family Travel Arrangement for two persons (family members or friends) to visit student, up to \$10,000 with 3-day hospitalization, limit to \$300 per day for lodging and a limit to \$50 per day for daily meals

- Emergency Family Reunion Arrangements, up to \$10,000, in the event of illness or death of family member
- 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 portal
- Physician referrals outside of the U.S.
- Medical monitoring during an emergency evacuation to ensure adequate care
- Prescription assistance
- Luggage lost in transit
- Passport replacement assistance
- Emergency travel arrangements
- Emergency translation assistance and/or interpreter referral
- Legal referral

### Additional Benefits

- Political Emergency and Natural Disaster Evacuation Coverage\*
- Emergency Family Travel, 3-Day Threshold

\*Political Emergency and Natural Disaster Evacuation Coverage services are provided by Crisis24.

Benefits and services described above are available when you are traveling over 100 miles from home or outside your home country, this 100 mile limitation does not apply to the Accidental Death & Dismemberment benefit and the Repatriation of Mortal Remains benefit.

**Academic Emergency Services are available to you 24 hours a day, 7 days a week.**

Call the number on your card for expert help navigating unfamiliar cultures or situations.

TAKE A SCREENSHOT OF THE CARD OR CUT IT OUT TO KEEP WITH YOU AT ALL TIMES.

<p><b>GROUP ID:</b> GHS9999AHPCO</p> <p><b>MEMBERSHIP TYPE:</b> GLOBAL MEDICAL &amp; TRAVEL ASSISTANCE SERVICES</p>	 <p><b>Academic Emergency Services</b></p> <p>If you need medical or travel assistance, regardless of the nature or severity of your situation, please contact <b>AES 24 hours a day / 7 days a week</b></p> <p><b>TOLL FREE</b> 1(855) 873-3555</p> <p><b>OUTSIDE THE US</b> 1(610) 263-4660</p> <p><b>EMAIL</b> aes@ahpcare.com andrea.denning@ahpcare.com</p>
<p><b>ACADEMIC EMERGENCY SERVICES SUPPORT 24/7</b></p>	
<p><small>To contact Academic Emergency Services from the U.S. or Canada, call toll-free: (855) 873-3555 To contact Academic Emergency Services from outside the U.S. or Canada, dial the country access code followed by: 1 (610) 263-4660 Country access codes can be found through local directory assistance or <a href="https://www.att.com/support_media/images/pdf/Country_Code_List.pdf">https://www.att.com/support_media/images/pdf/Country_Code_List.pdf</a>. If there is no access code, proceed with calling direct to: 1 (610) 263-4660</small></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.

Terms, limitations and conditions apply to all services and benefits. Academic Emergency Services and AD&D coverage are underwritten by 4 Ever Life International Limited and administered by Worldwide Insurance Services, LLC, separate and independent companies from Academic HealthPlans, Inc.