

Academic Emergency Services (AES)

STUDENT MEDICAL EVACUATION, REPATRIATION AND
EMERGENCY FAMILY ASSISTANCE SERVICES

aes

Academic
Emergency Services



Topics

AES & GEOBLUE OVERVIEW



SERVICE & BENEFITS



CASE CREATION & JOURNEY



CASE STUDY



QUESTIONS





AES & GeoBlue Overview



What is AES?

- AES (Academic Emergency Service) is AHP's customized program for student travel emergency services
- Covers over 100,000 students
- Included in Student Health Plans and can be bought stand alone
- Annually reviewed for benefits
- Includes medical and security services
- Includes concierge services through Academic HealthPlans



Who Are Our Partners?

- **AHP**
Markets the plan to universities, works closely with our school to respond to situations
- **GeoBlue**
Manages all the cases, underwrites the plan, coordinates all services through their vetted partners all over the world; pays all the claims
- **Crisis24**
GeoBlue's partner in crisis management that handles security and disaster evacuation



GeoBlue's Expertise

GeoBlue has 25 years of expertise in conducting medical evacuations and repatriations around the world. Each case is assigned a dedicated client manager that has continual touchpoints with the school's or AHP's point of contact to discuss each step of the evacuation or repatriation.

- 24/7/365 support from a highly-skilled team that includes:
 - Over 13 medical personnel staff, including medical directors and registered nurse case managers
 - 40+ multi-lingual coordinators with strong expertise in both logistics and insurance benefits
 - 10-person management team ensuring that a supervisor is always available 24/7/365
 - Trainers and auditors who ensure that a quality experience is at the heart of the services that we provide





Services & Benefits



Medical Evacuation and Repatriation – MERE

24/7/365 SUPPORT AND EXPERT COORDINATION IN THE EVENT OF MEDICAL EMERGENCY



- What is MERE?
 - If the insured member suffers from acute or life-threatening sickness or accident and the local medical facility is not equipped to handle treatment, GeoBlue will coordinate and pay for a medical evacuation to the nearest medical facility capable of providing adequate treatment and/or repatriation back to the member's home country depending on the situation.
- How does it work?
 - GeoBlue's Medical Review Team, with the assistance of the Treating Doctor, will determine whether the member's condition is a medical emergency and if the facilities can provide the appropriate care.
 - If is an emergency and the care is deemed not adequate:
 - » A medical evacuation will happen to transport the member to the nearest medical facility that can appropriately treat the member and once recovered they can return to their studies.
 - » Or, a repatriation will be necessary if the member's medical situation requires long-term care affecting them from returning to their studies. They will receive either a medical or non-medical escort to accompany them back to their home country.
 - If the insured member has minor children who are left unattended as a result of injury, illness or medical evacuation, we will arrange and pay for one-way airfare for the transportation of the minor children, providing a non-medical escort if needed, to the member's place of residence or point of origin.

BENEFIT	COVERAGE LIMITATIONS
Medical Evacuation & Repatriation	Unlimited

Repatriation of Mortal Remains – RMR

24/7/365 SUPPORT AND EXPERT COORDINATION IN THE EVENT OF A DEATH



- What is RMR?
 - If the insured member dies while on their trip, we will pay the necessary expenses actually incurred for the preparation of the body for burial or cremation, and for the transportation of the remains to the member's residence or place of burial.

BENEFIT	COVERAGE LIMITATIONS
Repatriation of Mortal Remains	Unlimited
Funeral Benefit	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.
Accompany of a body	Air travel expenses in economy class, up to a maximum of \$2,500, for an Immediate Family Member or a companion who is traveling with the Covered Person to join the Covered Person's body during the repatriation to the Covered Person's place of residence or place of burial.

Emergency Family Travel Arrangement

24/7/365 SUPPORT AND EXPERT COORDINATION IN THE EVENT OF MEDICAL EMERGENCY



- What is the Family Travel Arrangement?
 - If the insured member is traveling alone and they are expected to require hospitalization due to an injury or sickness that exceeds three days, are in critical condition, or the victim of felonious assault, an economy round-trip airfare ticket will be provided to one family member or friend chosen by the member to visit them in the hospital.
 - The visiting family member or friend would receive payment for lodging, meals, ground transportation and other incidentals up to the limits shown in the table below.

BENEFIT	COVERAGE LIMITATIONS
Emergency Family Travel Arrangements	Overall Benefit Limit Up to \$10,000 per Coverage Year, and <ul style="list-style-type: none">a. Sub-Limit for Lodging is limited to \$300 per dayb. Sub-Limit for meals is limited to \$50 per day

Emergency Family Reunion Arrangement

24/7/365 SUPPORT AND EXPERT COORDINATION IN THE EVENT OF MEDICAL EMERGENCY



- What is the Family Reunion Arrangement?
 - If the insured member's immediate family member is suffering from a serious/life-threatening illness or has died, GeoBlue will pay for the cost of one economy round-trip airfare ticket for the member to return home.
 - Immediate Family means the spouse, children, brothers, sisters, parents or grandparents of an insured member.

BENEFIT	COVERAGE LIMITATIONS
Emergency Family Reunion Arrangements	Up to \$10,000

Post Departure Trip Interruption

24/7/365 SUPPORT IN THE EVENT A TRIP IS INTERRUPTED



- What is Post Departure Trip Interruption?
 - If the insured member's trip is interrupted or must be discontinued for any of the following reasons, GeoBlue will cover the interruption based on the schedule of benefits below.
 - » If due to a covered illness or injury, which is so disabling as to cause a reasonable person to delay, cancel or interrupt their trip, GeoBlue will pay for additional transportation expenses needed to reach the endpoint of their trip or to travel to the place where they can re-join their trip.
 - » If a member is diagnosed with or receives a positive test for an infectious disease that delays their return to their home destination due to restrictions placed on travel due to a possible exposure or quarantine, and as a result, are unable to use their previously booked return travel to their home location, GeoBlue will pay for their return home from their current location outside of the United States.
 - If the member must quarantine, coverage for the reasonable expenses of lodging and meals necessarily incurred during quarantine will be covered up to the amount shown on the schedule of benefits.

BENEFIT – POST DEPARTURE TRIP INTERRUPTION	COVERAGE LIMITATIONS
Transportation Benefit	Maximum Benefit up to \$1,500 per Coverage Year
Lodging & Incidentals Benefit	Maximum Benefit up to \$2,800 per Coverage Year and limited to \$200 per day for a Maximum of 14 calendar days.

Return of Personal Belongings



- If the member has been repatriated to their primary residence or dies while covered under this plan, GeoBlue will pay up to the maximum limit shown in the schedule of benefits toward the shipment of personal effects to their primary residence.
- Shipment must take place within 90 days of the repatriation or death of the member.

BENEFIT	COVERAGE LIMITATIONS
Return of Personal Belongings	Up to \$1,000



Case Creation & Journey





Who to Contact to Open 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 and easiest way to open a case and ensures all the appropriate parties are notified.
 - Call GeoBlue to have them pull the case when emergent once you email
- If you run into any trouble using email, you can call GeoBlue at:
 - Inside the U.S.: 1-855-878-3555
 - Outside the U.S.: +1-610-263-4660

Case Checklist

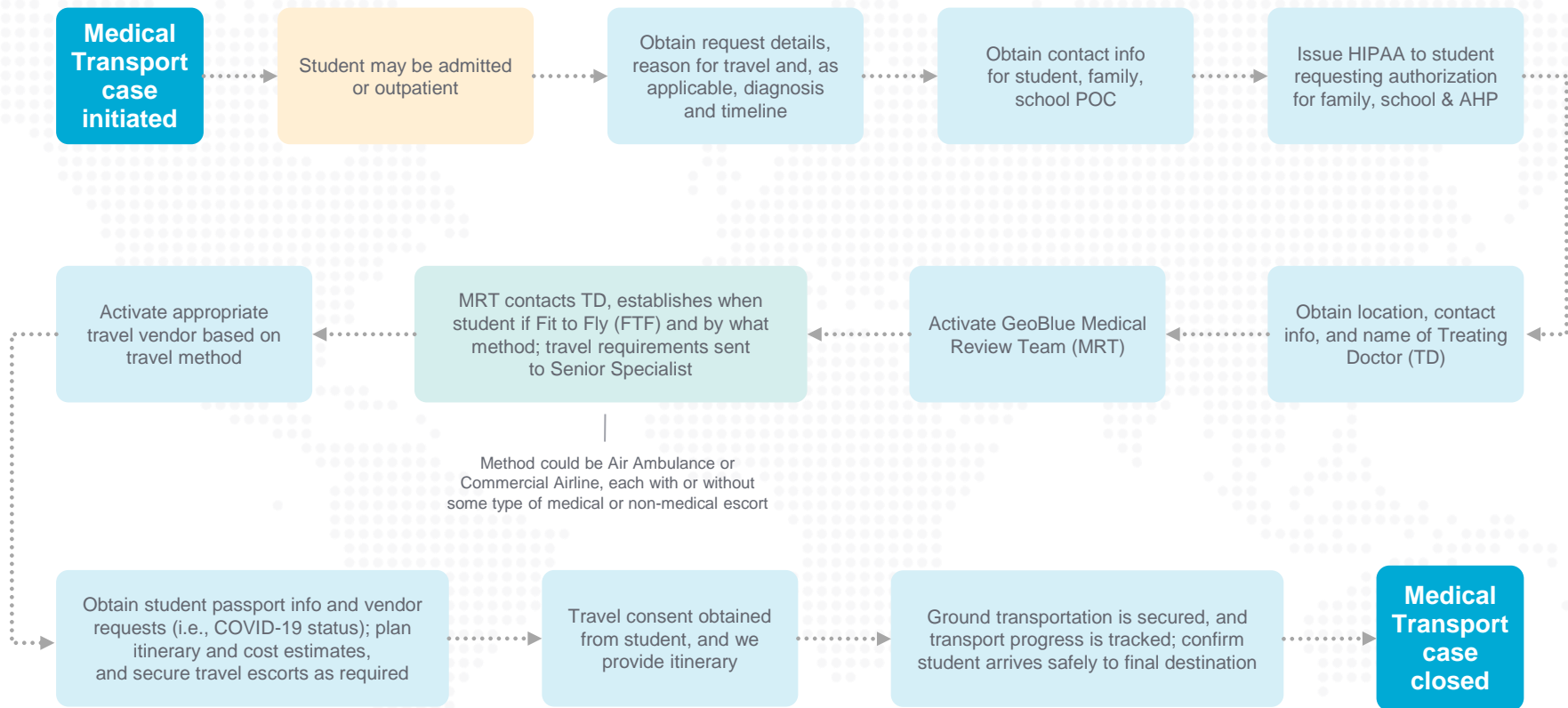
DETAILS NEEDED TO OPEN A CASE – SCHOOL OR AHP TO PROVIDE

- GeoBlue needs the following information to move forward with a case. Please be sure to include the following information in your email:
 - AHP/AES Group ID: GHS9999AHPCO
 - Student name
 - Student ID
 - Student DOB
 - Current location of student
 - Name and contact details of treating physician
 - Relative name
 - Phone number of whom to communicate with
 - Address
 - Email address
 - Name of school
 - Home country (if applicable)
 - Contact at school
 - Who opened case (name, title, email, phone number)
 - Services needed



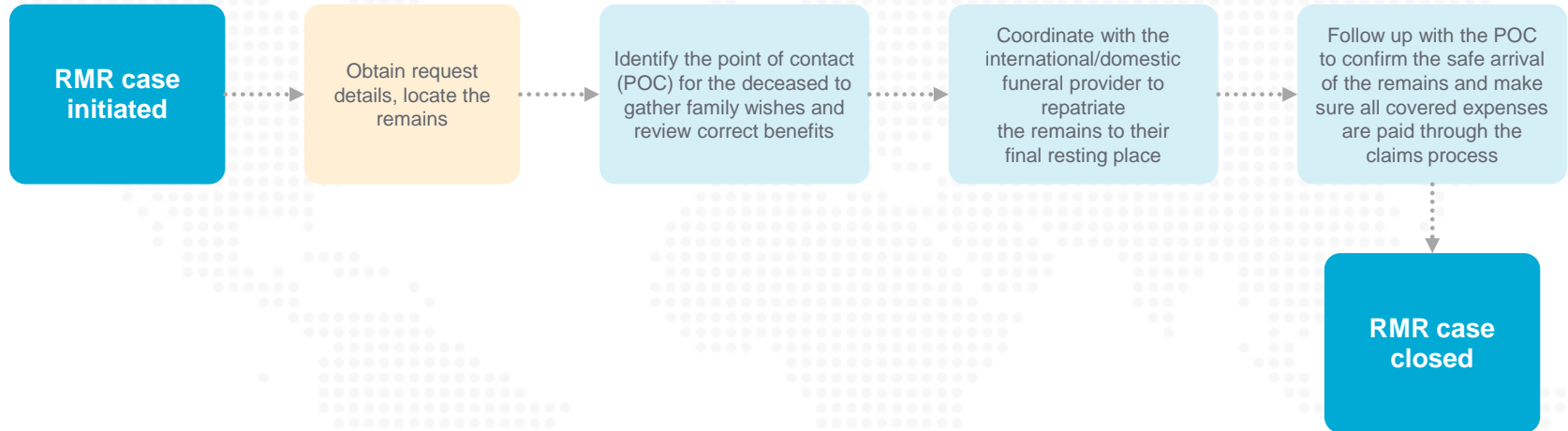
Medical / Repatriation (MERE) Evacuation Case

GEOBLUE'S PROCESS



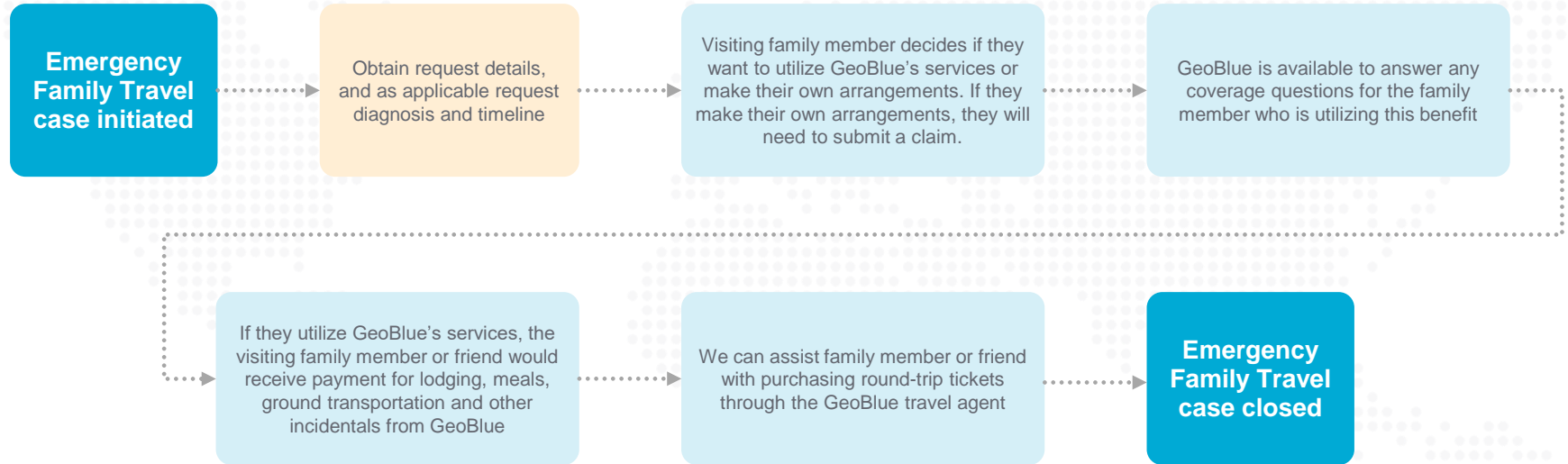
Repatriation of Mortal Remains Case

GEOBLUE'S PROCESS



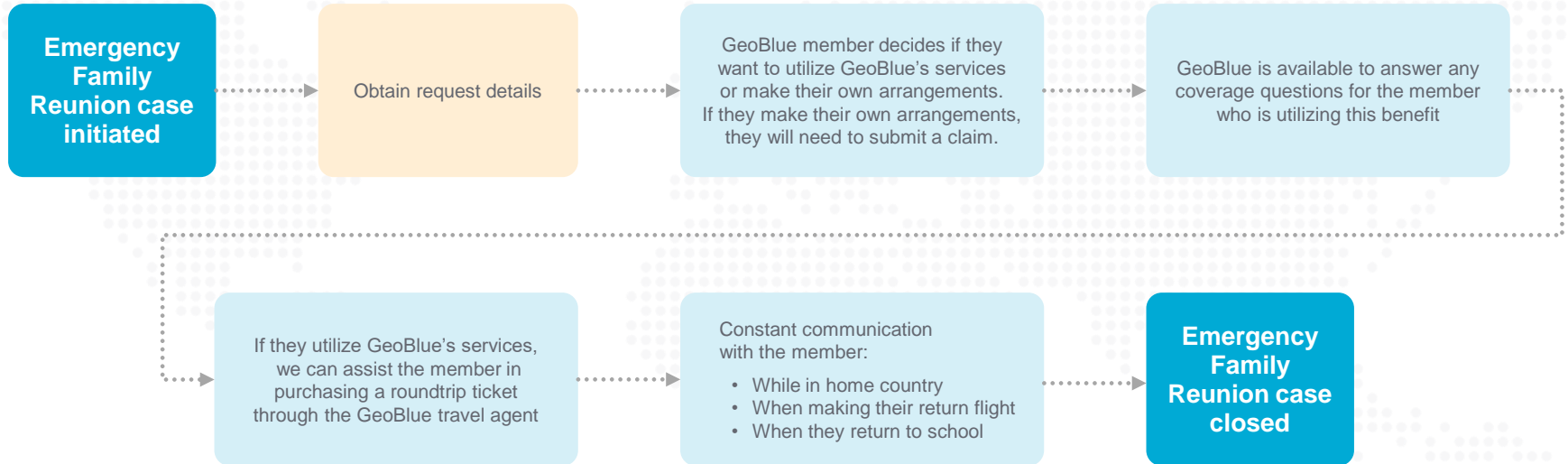
Emergency Family Travel Arrangement Case

GEOBLUE'S PROCESS



Emergency Family Reunion Arrangement Case

GEOBLUE'S PROCESS



Health Insurance Portability and Accountability Act (HIPAA)

HIPAA OBLIGATIONS

- If we have HIPAA forms on file, we contact AHP with the new case and all pertinent information
- If we do not have HIPAA forms on file, we reach out to AHP and advise that a case is opened with the school, and we can supply case number. No health information is shared.
- *We highly suggest all parties complete HIPAA forms beforehand so health information on each case can be shared freely*





Case Studies



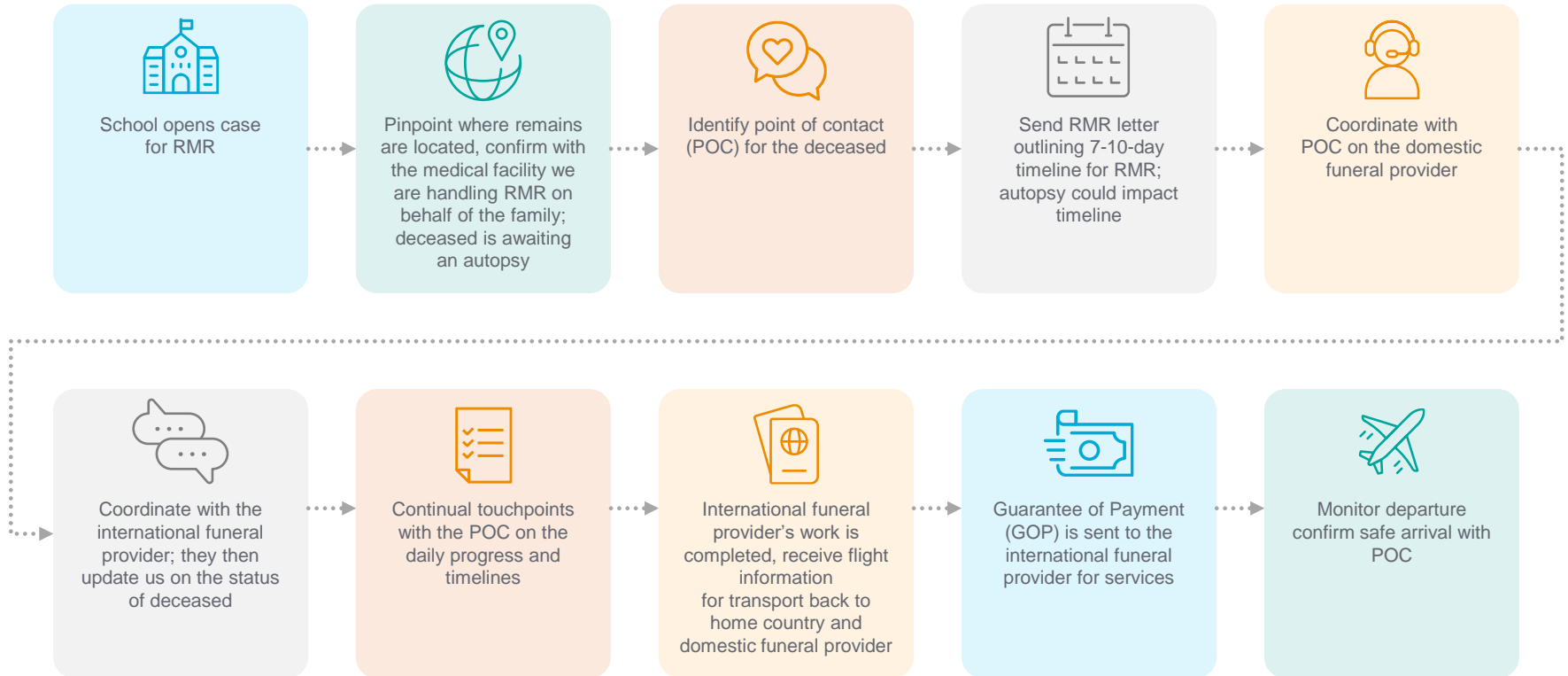
Case Study

MEDICAL EVACUATION/REPATRIATION (MERE) – MENTAL HEALTH CASE – GEOBLUE'S PROCESS



Case Study

REPATRIATION OF MORTAL REMAINS (RMR) – GEOBLUE'S PROCESS






Compass



Welcome to GeoBlue Compass

Click Register, and enter in Group Access Code:
GHS9999AHPCO

The image shows two screenshots of the GeoBlue Compass website. The top screenshot is the homepage, featuring a banner with a man holding a map and a login/register form. A red arrow points from the text 'Click Register, and enter in Group Access Code: GHS9999AHPCO' to the 'REGISTER' button in the form. The bottom screenshot shows the registration page, which includes a 'Registration' section with instructions and a 'To access GeoBlue Compass's tools and services, please register below.' form. A red arrow points from the same text to the 'REGISTER' button in this form. The registration form includes fields for Group Access Code, First Name, Last Name, Email Address, Confirm Email Address, Password, and Confirm Password, along with a checkbox for 'I agree with Terms & Conditions'.


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Welcome to GeoBlue Compass
Convenient access to the best care and information around the world.

Login or Register to Start Exploring
Email
Email
Password
Password
Forget Password?
SIGN IN **REGISTER**

The Resources You Need To Travel Confidently
GeoBlue Compass will help you find the care and information to plan for your medical needs when the unexpected occurs. With GeoBlue Compass you can quickly connect to medical resources available for the most popular destinations in over 180 countries.

Reference personalized health and safety advice for a multitude of international destinations.

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[Home](#) | [Register](#)


Registration
Setting the industry standard, GeoBlue Compass delivers global medical assistance putting the health, safety and convenience of world travelers first.


- Search providers for medical, dental, or mental health care and map them using GPS technology.
- Find a medication's availability, generic name, and local brand name.
- Translate medical terms and phrases for many symptoms and situations; use the audio feature to play the translation.

To access GeoBlue Compass's tools and services, please register below. *All fields are required*

Group Access Code
First Name
Last Name
Email Address
Confirm Email Address
Password
Confirm Password
☐ I agree with [Terms & Conditions](#)
REGISTER

Information To Navigate The Use

 **Emergency Access**
Locate emergency information for police, fire, and medical help.

 **Provider Search**
Access an elite network of healthcare providers outside the U.S., Puerto Rico, and the U.S. Islands.

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Looking For An International Provider?

Choose from an elite network of doctors and hospitals from over 180 countries.

[SEARCH FOR A PROVIDER](#)

The Resources You Need To Travel Confidently

GeoBlue Compass will help you find the care and information to plan for your medical needs when the unexpected occurs. With GeoBlue Compass you can quickly connect to medical resources available for the most popular destinations in over 180 countries.

- Reference personalized health and safety advice for a multitude of international destinations.
- Prepare for your trip by familiarizing yourself with the local care available.
- Find your medication's availability and brand name reference in your travel destination.

Information To Navigate The Unexpected



Emergency Access

Locate emergency information for police, fire, and medical help.



Provider Search

Access an elite network of healthcare providers outside the U.S., Puerto Rico, and the U.S. Virgin Islands.



Medical Translations

Communicate successfully and navigate barriers to treatment with the help of our translations tools.

Destination Profile

GeoBlue Compass provides up-to-date news and information for world travelers to help ensure your health and security. Gain access to important health and security alerts for a multitude of destinations worldwide.



CityHealthSM Profiles

CityHealthSM Profiles deliver detailed information about vaccination requirements, emergency numbers, and prescription drug practices in more than 2,135 destinations worldwide.

[VIEW CITYHEALTH PROFILES](#)



Security Profiles

Security Profiles, provided in partnership with Drum Cussac, feature detailed country and city information in five key areas: terrorism, criminal activity, conflict, unrest and natural disasters.

[VIEW SECURITY PROFILES](#)

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Home | Destination Profiles | CityHealth Profiles | Paris, France

Paris, France



Change City: Paris

[SECURITY PROFILE](#)

[PROVIDER SEARCH](#)

[FRANCE](#)

[CityHealth Profile](#)

[CityHealth To Go Card](#)

Unit of Currency: Euro

Currency Converter

Telephone Information and Emergency Numbers

Country Code: 33
City Code: 1
Outside Country: 01
Inside Country: 01

EMERGENCY
112 or 15

POLICE
112 or 17

FIRE
112 or 18

The reliability of emergency services varies from location to location. Telephone numbers may vary by the native language. Check with a physician or other local authority about the emergency services in your city.

Embassies

U.S. Embassy in Paris 2 avenue Gabriel • Paris • France	+33 1 43 12 22 22	
Canadian Embassy in Paris 35 avenue Montaigne • Paris • France	+33 1 44 43 20 00	
U.S. Consulate in Paris 6 avenue Gabriel • Paris • France	+33 1 43 12 22 22	
British Embassy in France 35, rue du Faubourg St Honoré Cedex 08 • Paris • France	+33 1 44 51 31 00	
Australian Embassy in France 4 Rue Jean Rey • Paris • France	+33 1 40 93 33 00	

Home | Destination Profiles | CityHealth Profiles

CityHealth Profile

Travelers who are armed with a CityHealth ProfileSM will have nearly as much knowledge about the healthcare resources and services in destinations around the world as they have about the services and resources available in their own home town.

Select a Country:

Choose a City:

[Search](#)

Country level profiles provide:

- Health risks and vaccinations
- Pharmacy reliability and typical hours
- Local health system information

City/Destination information includes:

- Emergency telephone numbers
- Currency information
- Map and travel resources

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Translation Tools

Communicate successfully and navigate barriers to treatment with the help of our translations tools.



Medicine Equivalents

Equivalent names of hundreds of brand name medications in 47 frequently visited countries and destinations.

[VIEW MEDICINE EQUIVALENTS](#)

Medical Terms

Medical Terms translated into the most widely spoken languages accompanied by audio clips and transliterations.

[VIEW MEDICAL TERMS](#)

Medical Phrases

Medical Phrases translated into the most widely spoken languages accompanied by audio clips and transliterations.

[VIEW MEDICAL PHRASES](#)

News & Safety

GeoBlue Compass provides up-to-date news and information for world travelers to help ensure your health and security. Access important health and security alerts for a multitude of destinations worldwide.



News Alerts

Keep up-to-date on the latest international newscasts.

[VIEW NEWS ALERTS](#)



Health Articles

Featuring articles on health topics for the global traveler.

[VIEW HEALTH ART](#)

News Alerts

[Recent](#)

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Date	Country
01/21/2023	Tunisia
Teachers plan to protest outside education ministry in Tunis Jan. 31	
Protests likely nationwide through February due to ongoing energy crisis	South Africa
Authorities impose curfews in parts of West Kingston until 18:00 Jan. 31 due to increased violence	Jamaica
Activists plan to protest at the Phai Thai Party headquarters in Bangkok Jan. 31	Thailand
Fog causing flight cancellations and delays at Wellington International Airport Jan. 31	New Zealand
Faculty at Cape Breton Island University in Sydney, Nova Scotia, on strike over pay dispute as of Jan. 31	Canada
Faculty at Memorial University of Newfoundland in N.L. on strike over pay dispute as of Jan. 31	Canada
Activists protesting in central Baghdad, Jan. 31	Iraq
Ekorn increases load shedding schedule nationwide, Jan. 31	South Africa
Adverse winter weather forecast over northern and northwestern regions through at least Feb. 2	Mexico
Bus transport services disrupted in Pretoria, Jan. 31	South Africa
Authorities have reduced nationwide power cuts to eight hours daily until further notice, as of Jan. 31	Zambia
Demonstration prompts disruptions in downtown Brussels, Jan. 31	Belgium
Adverse weather forecast across much of the country through at least Feb. 3	Indonesia
Authorities to restrict flights at Aden Adde International Airport in Mogadishu, Jan. 31-Feb. 1	Somalia
Disruptions due to flooding ongoing in parts of Aceh and West Sumatra provinces as of Jan. 24	Indonesia
Pro-Palestinian rallies to take place in several cities Feb. 1-4	Australia

01/20/2023

01/29/2023

01/28/2023

Questions?



Thank you!

