

# NGL/Wellfleet Covid19 Procedures for International Students

March 23, 2020

## International Accommodations

During these trying times, with COVID-19, students are faced with a myriad of issues like how to continue learning, to figuring out how to get home. NGL/Wellfleet understands that these problems exist and is here to make the lives of students easier. Therefore, we have put the following policies in place.

1. NGL/Wellfleet has lifted the exclusion prohibiting medical visits while students are in their home country.
  - NGL/Wellfleet will cover your visits while you're in your home country with the same in-network cost share that you experience in the U.S.
  - Enrolled students whose schools have transitioned to online learning will continue to be eligible under the plan.
2. NGL/Wellfleet has removed the non-emergency treatment exclusion for students seeking care while overseas.
  - This means medically necessary treatment will be covered at the in-network level of benefits subject to any in-network deductible, coinsurance and co-payments.
3. NGL/Wellfleet has enabled students to file claims electronically while in their home country.
  - If you receive treatment, please submit a completed claim form along with a copy of the bill to Wellfleet.
  - Claims forms are located at [www.studentplanscenter.com](http://www.studentplanscenter.com) scroll to the forms page.
4. NGL/Wellfleet is committed to assisting students around the globe using On Call International Global Assistance Program.
  - NGL/Wellfleet offers 24/7 emergency medical and travel assistance services, emergency evacuation and repatriation, and other travel assistance services.
  - The Global Assistance Program (GAP) is supplemental to the Student Insurance Plan. The GAP provides access to a 24-hour worldwide assistance network, On Call International, for emergency assistance anywhere in the world. Simply call the assistance center at 1-855-226-7915 (toll free) or collect at 1-603-952-2045. The multi-lingual staff will answer your call and immediately provide reliable, professional and thorough assistance.
5. Wellfleet is assisting students in need of general medical care with virtual options.
  - Telehealth visits will also be covered in the same manner as an in-person visit, so members can conduct a Doctor's appointment from the comfort of their home. Contact your providers office to determine if this is a service they will provide.