

GLOBAL ASSISTANCE SERVICES

Academic HealthPlans Inc.




Welcome to On Call International! This plan provides the services you need to prepare for your destination as well as to help you with any problems you encounter while you are traveling or on assignment.

Before you depart...

- Contact On Call with any pre-travel health or security questions
- Closely review your full plan description
- Save On Call contact information in your mobile phone

While abroad... You can contact the On Call International 24/7 Global Response Center from anywhere in the world to reach an assistance coordinator who is ready to help you with your crisis, no matter how big or small.

PLAN ID CARD:

 GLOBAL ASSISTANCE SERVICES PROGRAM	Organization Name Academic HealthPlans Inc.	If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day:
	Policy Number INT08654	Plan Type Medical, Travel and Security Assistance

How can On Call International help?

Contact the Global Response Center if you experience a medical, personal, travel or safety problem or crisis. Your organization has partnered with On Call to provide access to immediate support should you experience any challenges when you are traveling. On Call provides you with a resource experienced in navigating through any crisis and making sure you can continue your trip or get home safely. On Call assists during critical emergencies such as illness or injury that may require an evacuation or during a political or natural disaster event that may threaten your safety. On Call also assists with smaller problems you may not realize you have a resource for. Review a summary of services on the following pages.



If you are, or will be, hospitalized following an accident or illness that occurs while traveling, contact the On Call Global Response Center as soon as possible. In the event the medical facility you are in is not adequate to treat you, On Call will arrange for your medically supervised evacuation to the closest appropriate facility.

If you need an outpatient or physician appointment for an accident or illness, you can contact the On Call Global Response Center to arrange a telehealth or in-person appointment 24/7/365.

In the event of a political or natural disaster event which threatens your safety, contact On Call immediately. You will be connected to a security professional who can provide immediate advice to maintain safety and then assess your situation to determine appropriate next steps.

Helpful Information

- ✓ If you are utilizing a mobile phone and have any issues making an outgoing international call but have internet, [use Live Chat to get direct access to an assistance coordinator](#). You can also email or text the Global Response Center and request a return call.
- ✓ Contact On Call for payment and arrangement of all services that involve transportation arrangements. These services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.
- ✓ On Call is not a first responder. If you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 9-1-1 to get local response.

MEDICAL, TRAVEL AND SECURITY ASSISTANCE

You have access to the following assistance services; there are no monetary benefits associated with these services:

Pre-Trip Information & Active Travel Advice	Translator and Interpreter Assistance
Medical, Dental and Pharmacy Referrals	Emergency Travel Funds Assistance
Emergency Medical Transportation	Political and Natural Disaster Transportation
Medically Necessary Repatriation	Onward Transportation following Political and Natural Disaster Evacuation
Non-Emergent Commercial Transportation	Return of Deceased Remains
Medical Monitoring	Legal Consultation and Referral
24 Hour Nurse Help Line	Lost/Stolen Document Replacement
Coordination of Benefits	Emergency Message Forwarding