

How can On Call International help?

Contact the Global Response Center if you experience a medical, personal, travel or safety problem or crisis. The Texas State University System 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. On Call will facilitate payment of your medical expenses whenever 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 make an appointment and arrange payment of your medical expenses prior to your visit whenever possible, this means no out of pocket expenses for you. There is no specific network, so if you choose to make your own appointment and self-pay the medical expenses, you can submit a claim for reimbursement consideration.

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 have access to a landline, ask the operator to connect you to On Call and reverse the charges; On Call accepts all collect calls.
- ✓ If you are utilizing a mobile phone and have any issues making an outgoing international call, you can Live Chat, email or text the Global Response Center as an alternative to request assistance.
- ✓ 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.

SERVICES AND BENEFITS

Full terms, conditions and exclusions to coverage apply; review the full plan description carefully.

BENEFIT TABLE	Limits Per Insured Person
Medical Evacuation and/or Repatriation	\$1,000,000 per Insured Person, per event
Repatriation of Remains or Burial	\$100,000 per Insured Person
Emergency Security Evacuation and Repatriation	\$100,000 per Insured Person, per event
Emergency Reunion	\$12,500 when hospitalized for more than 24 hours, per Insured Person, per event
Emergency Assistance	Included
Medical Expenses and Hospitalisation	\$250,000 per Insured Person
Deductible: All Cause / Co-Insurance	0 / 100%
Emergency Pain relieving Dental Treatment	100% of customary charges up to \$3,000 for accidental injury and \$500 for pain relief
Prescribed Medicines by a doctor or specialist	100% of customary
Prescription Replacement	\$5,000
Maternity	As any medical condition
Outpatient treatment by a doctor or specialist	100 % of Customary Charges
Treatment by physiotherapists and chiropractors as prescribed by an authorized physician	100% of customary charges if in connection with covered injury/illness
Acute Onset of Pre-existing condition Clause	Up to a maximum of \$25,000 per lifetime
Ambulance transportation	100% of customary charges if in connection with covered injury/illness
Mental Health Disorder	Up to a maximum of \$25,000 inpatient / outpatient
Personal Accident Accidental death, loss of sight, loss of limb(s), permanent total disablement	\$15,000
Personal Liability Physical injury and property damage	\$100,000
Emergency Bail Bond	\$1,500
Catastrophe Coverage	100% of customary costs up to \$1,000
Search and Rescue	100% of customary costs up to \$10,000
Loss of Personal Belongings	Up to \$1,000, Max \$100 per article
Loss of checked in Luggage	\$500
Luggage Delay	\$200
Lost Documents, Equipment or Money	\$200
Trip Interruption	\$2,500
Travel Delay	\$1,000 max / \$500 per day

Extensions:

Bereavement Reunion	\$5,000 per Insured Person, per event
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Return Home due to Felonious Assault	\$5,000 per Insured Person, per event
Emergency Travel Expenses due to Felonious Assault	\$5,000 per Insured Person, per event
Return of Dependent Children	\$5,000 per Insured Person, per event
Return of Traveling Companion	\$2,500 per Insured Person, per event
Chaperone Replacement	\$2,500 per Insured Person, per event
Hazardous Activities	\$20,000 per Insured Person
Adventure Activities and Sports	\$ 20,000 per Insured Person
Pre-Trip Cancellation	\$1,000 per Insured Person, per event
Continuing Medical Charges	\$30,000 or 30 days per Insured Person
Incidental Travel Days	Up to 14 days
Quarantine Benefit	Up to \$5,000 combined single limit (CSL) annual aggregate per insured person/traveler.
	- Return of travel companion: Up to \$1,500 included under CSL
	- Hotel Stay: Up to 14 days or \$2,500 included under CSL
	- Food Costs: Up to \$50 per day for 14 days included in CSL
	- Change Fee/Airfare: Up to \$1,000 difference in air fare included under CSL

ADDITIONAL MEDICAL, TRAVEL AND SECURITY ASSISTANCE

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

MEDICAL ASSISTANCE	TRAVEL & SECURITY ASSISTANCE
Pre-Trip Planning	Pre-Trip Information & Active Travel Advice
Medical, Dental and Pharmacy Referrals	Translator and Interpreter Assistance
Medical Monitoring	Emergency Travel Funds Assistance
24 Hour Nurse Help Line	Legal Consultation and Referral
Dispatch of Medicine	Lost/Stolen Document Replacement
Coordination of Benefits	Emergency Message Forwarding

This is a summary of coverage for insured participants covered under Policy Number 21INT06782. This is not a contract of insurance. Coverage is governed by an insurance policy issued to The Texas State University System. The policy is underwritten by HDI Global Specialty SE, UK Branch. Complete information on the insurance is contained in the Certificate of Insurance on file with The Texas State University System. If there is a difference between this program description and the certificate wording, the certificate controls.

HOW TO ACCESS MEDICAL CARE ABROAD

Health insurance for international travel is not accepted by international medical facilities by presenting your plan card as you typically experience in the US. Most facilities require financial arrangements to be made at the time care is received for international travelers. On Call provides assistance with this and can be contacted any time medical care is needed.

When you contact On Call, an assistance coordinator will collect some information to create a case record for you and then will proceed with the needed assistance. On Call attempts facilitation of medical expenses by placing a Guarantee of Payment (GOP) with the provider for your appointment or hospital visit. A GOP is simply a letter sent by On Call International via email or fax to a medical facility that informs the medical facility of your coverage dates and insurance benefits. The letter asks the facility to send your medical bills directly to On Call or to On Call's local partners for payment.

Here is some information about your options when seeking medical care abroad and how they work:

EMERGENCY MEDICAL CARE – *You need immediate medical attention for a potentially life-threatening injury or illness.*

- In an emergency, you should proceed directly to the closest hospital and you or a companion can contact On Call when it is safe to do so.
- Use the local equivalent to 9-1-1 if first responders are needed.

URGENT MEDICAL CARE - *You need to seek care as soon as possible for a condition that needs prompt attention but is not life-threatening.*

- Contact On Call via phone, text or email and an Assistance Coordinator will open a case for you to begin assistance
- On Call will provide you information for the closest preferred urgent care clinic or emergency room in case you need to proceed there immediately. This will be provided on the call, or shortly after
- On Call will contact that facility to advise them you are coming and request to place a guarantee of payment for your visit
- When the GOP is confirmed, On Call will update you.
- Timing of GOP's cannot be guaranteed as they can be impacted by a number of factors. If you have any problems upon arrival to the medical facility you should contact On Call or provide our phone number and your case number to the medical facility and ask them to call to confirm the GOP.

NON-URGENT CARE - *You would like a scheduled appointment with a physician or specialist and do not require treatment within the next 24 hours.*

- Contact On Call via phone, text or email and an Assistance Coordinator will open a case for you to begin assistance
- On Call will locate an appropriate provider that accepts a GOP and check your availability for a preferred appointment time.

ANY-TIME OPTION FOR OUTPATIENT OR A PHYSICIAN'S CARE – *You prefer to make your own arrangements and are prepared to pay out of pocket.*

- This does not impact your coverage, there is no in / out of network
- Retain all receipts and medical reports
- Complete a claim form
- Submit completed claim form, receipts and any medical documentation to On Call International for consideration of reimbursement
- Email to tpaclaims@oncallinternational.com
- The exception is for inpatient expenses. Inpatient medical expenses should be pre-certified by On Call; however, if you are unable to contact On Call while you are hospitalized and you self-pay your inpatient medical expenses, you can submit a claim for reimbursement of covered expenses. Along with your completed claim form, an explanation of the emergency and what prevented you from notifying On Call should be included.

IMPORTANT

It is important to note that while On Call will always attempt a referral to a facility that accepts a guarantee of payment, ultimately whether they are willing to take it or not is up to them and this can change at any time. If a GOP is declined, as a secondary measure On Call will attempt payment with a credit card over the phone or a wire transfer however not all facilities will allow this. For this reason, as part of your pre-trip preparation for international travel, it is important you try to prepare to pay out of pocket for urgent medical care, or to place a deposit for a hospitalization in an emergency. While On Call will make every effort to avoid this, it always remains a possibility when traveling internationally.

Additionally, if you have a pre-existing medical condition that may require specialty care, or are taking prescriptions, contact On Call when planning your trip to be sure the medical resources you may need are available in your destination.

ADDING ON CALL TO YOUR PHONE CONTACTS

Did you know that some smart phone operating systems are now automatically sending any calls from numbers they don't recognize to voicemail without *any* notification to the user? This is to reduce spam calls for their customers, but it could have a negative effect when you are trying to get help abroad. So take a moment to complete this simple pre-trip step to ensure you are best prepared for your international travel.

How To: Most smartphones have a QR scanner in the phone – just open your camera and point it at the code. If you do not have a scanner, simply click here:

<https://www.keynect.us/user/OCITSUS>

This will give you a prompt to download a digital contact card pre-loaded with On Call's detailed contact and plan information. This is not an app - it will simply add a pre-loaded contact in your phone's native contact app. Taking this step not only ensures that you'll have On Call info should you need it, but also that you will recognize when On Call is contacting you.

