

GLOBAL ASSISTANCE & INSURANCE PROGRAM

Washington State University





Welcome to On Call International! This plan provides the services and benefits 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 (check out the last page!)

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:

 <p>GLOBAL ASSISTANCE & INSURANCE PROGRAM</p>	<p>Organization Name Washington State University</p> <p>Policy Number G210133</p> <p>Plan Type Medical, Travel and Security Assistance International Medical Expenses</p>	<p>If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day:</p> <p>Call collect from anywhere in the world: +1 603-952-2034 Call toll free from US or Canada: 1-855-257-4627 24/7 Live Chat: www.oncallinternational.com/chat/direct</p> <p>Email: mail@oncallinternational.com Text only number: 603-945-0103</p> <p>Global Assistance Services involving transportation must be paid and arranged by On Call; no claims for reimbursement of transportation will be considered.</p> <p>See your Plan Description for full terms and Conditions of the services and benefits offered in your plan.</p> <p>On Call International 11 Manor Parkway Salem, NH 03079, USA A member of the Tokio Marine HCC group of companies</p> 
--	--	---

OTHER PLAN CONTACTS AND RESOURCES:

<p>Customer Service - Benefit Questions M-F 9:00 am – 5:00 pm</p>	<p>Call toll free from US or Canada: 855-257-4627 Email: Contact@oncallinternational.com</p>
<p>Claims - self-paid medical or travel insurance reimbursements</p>	<p>tpaclaims@oncallinternational.com</p>
<p>Plan Information Portal – plan documents; contact and claim forms; pre-trip preparation resources</p>	<p>https://myoncallportal.com Portal Group ID: 100004CPPD16</p>

How can On Call International help?

Contact the Global Response Center if you experience a medical, personal, travel or safety problem or crisis. Your institution 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 email or text the Global Response Center as an alternative to request assistance, or 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.

SERVICES AND BENEFITS

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

MEDICAL BENEFITS: Eligibility: Class I & Class II	LIMITS PER INSURED PERSON
Period of Coverage Maximum Benefits	\$500,000
Maximum Benefit per Injury or Sickness	\$500,000
Physician Office Visits	Reasonable Expenses
Hospital and Other Services	Reasonable Expenses
Emergency Room and Outpatient Surgical Facilities	Reasonable Expenses
Benefits listed below are subject to the Period of Coverage Maximum and the Maximums per Injury or Sickness.	
Pregnancy	Reasonable Expenses
Mental, Emotional or Functional Nervous Disorders	Reasonable Expenses subject to the limits shown
Chemical Dependency	Reasonable Expenses subject to the limits shown
Treatment of specified therapies, including acupuncture and Physiotherapy	Reasonable Expenses up to \$10,000 Maximum combined total for Inpatient and Outpatient care, up to 30 days immediately following the attending Physician's release for rehabilitation following a covered Hospital confinement or surgery per Period of Coverage
Therapeutic termination of pregnancy	Reasonable Expenses up to \$500 maximum per Period of Coverage
Elective termination of pregnancy	Reasonable Expenses up to \$300 maximum per Period of Coverage
Routine nursery care of a new born child of a covered pregnancy	Reasonable Expenses up to \$500 maximum per Period of Coverage
Annual cervical cytology screening	Reasonable Expenses
Mammography screening when screening for occult breast cancer is recommended by a Physician	Reasonable Expenses
Prostate screening tests	Reasonable Expenses
Dental Anaesthesia	Reasonable Expenses
Breast Reconstruction due to Mastectomy	Reasonable Expenses
Low Protein Modified Food Products	Reasonable Expenses
Dental Care for an Accidental Injury	Reasonable Expenses up to \$2,500 maximum per Period of Coverage maximum
Outpatient prescription drugs including oral contraceptives	Reasonable Expenses
Diabetic Supplies/Education	Reasonable Expenses

OTHER COVERAGE: Eligibility: Class I & Class II	LIMITS PER INSURED PERSON
Accidental Death & Dismemberment	Maximum Benefit: Principal Sum - <ul style="list-style-type: none"> • Eligible Participant: up to \$10,000 • Partner: up to \$5,000 • Child: up to \$1,000

GLOBAL ASSISTANCE SERVICES: Eligibility: Class I & Class II	LIMITS PER INSURED PERSON
Medical Evacuation	\$250,000 per person per event
Bedside Visit	Up to a maximum benefit of \$20,000 for the cost of one economy round-trip air fare ticket to, and the hotel accommodations in, the place of the Hospital Confinement for one (1) person

Repatriation of Remains	Maximum Benefit up to \$50,000
Political and Natural Disaster Evacuation	Maximum Benefit up to \$100,000 per person per event
Bereavement Reunion	Maximum Benefit up to \$5,000
Return Home due to family member death or illness	Maximum Benefit up to \$5,000
Return Home due to Felonious Assault	Maximum Benefit up to \$5,000
Visit of Family / Friend due to Felonious Assault	Maximum Benefit up to \$5,000

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 brief summary of coverage for insured participants covered under Policy Number G210133. This is not a contract of insurance. Coverage is governed by an insurance policy issued to Washington State University. 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 Washington State University. 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 smartphone 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](#).

This will give you a link 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.

