

GLOBAL ASSISTANCE PROGRAM

Drexel 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, you can learn more about how to utilize your plan by visiting: <https://mysearchlightportal.com> // Searchlight Group ID: 100022COPD14
- Save On Call Contact information in your mobile phone or print and carry your Plan ID card

While abroad...

- You can contact the On Call International 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:

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|---|---|---|---|
|  GLOBAL ASSISTANCE PROGRAM | Organization Name Drexel University | Policy Number G800147 | Plan Type Medical, Travel and Security Assistance |
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If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, **contact On Call 24 hours a day:**

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|--|---|
| Call collect from anywhere in the world: +1 603-952-2038 | Email: mail@oncallinternational.com |
| Call toll free from US or Canada 1-855-258-0555 | Text only number: 603-945-0103 |

Global Assistance Services must be paid and arranged by On Call; no claims for reimbursement of transportation will be considered.

See your **Plan Description** for full terms and Conditions of the services and benefits offered in your plan.

On Call International
11 Manor Parkway | Salem, NH 03079, USA
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Helpful Information

- ✓ If you are utilizing a mobile phone and have any issues making an international call, you can EMAIL the Global Response Center as an alternative to request assistance, or a return call.
- ✓ Contact On Call for payment and arrangement of all Services; 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.

This is a brief summary of coverage for insured participants covered under Policy Number G800147. This is not a contract of insurance. Coverage is governed by an insurance policy issued to Drexel University, including its subsidiaries, affiliates and related entities. The policy is underwritten by International Insurance Co. of Hannover Ltd. Complete information on the insurance is contained in the Certificate of Insurance on file with Drexel University. If there is a difference between this program description and the certificate wording, the certificate controls.

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 if authorized by your primary health insurer or your institution. In the event the medical facility you are in is not adequate to treat you, On Call will pay and 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 for a referral and to make an appointment.

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 will provide immediate advice to maintain safety and then assess your situation to determine appropriate next steps.

These are your Services and Benefits. Full terms, conditions and exclusions to coverage apply; review the full plan description carefully.

| Emergency Travel Benefits | Limits Per Insured Person, Per Event |
|--|---|
| Emergency Medical Evacuation and/or Repatriation | 2,000,000 |
| Repatriation of Remains or Burial | 100,000 |
| Emergency Travel Expenses (arrangement for Visit of Family Member or Friend,) | \$12,500 when hospitalized for 24 or more hours |
| Bereavement Reunion | \$2,500 |
| Return Home due to Felonious Assault | \$2,500 |
| Emergency Reunion due to Felonious Assault | \$2,500 |
| Emergency Return Home due to family member death or illness | \$2,500 |
| Return of Traveling Companion | \$2,500 |
| Return of Dependent Children | \$2,500 |
| Personal Accident (Students Only) | Limits Per Insured Person, Per Event |
| Accidental Death, Loss of Sight, Loss of Limb or Permanent Total Disablement | \$10,000 |
| Political and Natural Disaster Evacuation | Limits Per Insured Person, Per Event |
| Evacuation Costs | \$1,000,000 |
| Hibernation Costs | \$5,000 per Insured Person, Per day/max 30 days |
| Expenses | \$200 per Insured Person, Per day/max 30 days |



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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 |