

# Global Emergency Services



## Congratulations!

Enrollment with UnitedHealthcare **StudentResources** includes a unique global emergency services from Scholastic Emergency Services (SES). This program immediately connects you\* to doctors, hospitals, pharmacies, and other services if you experience a medical emergency while traveling 100 miles or more from your permanent residence, campus location, or in another country.

One simple phone call to the number on your SES identification card will connect you to:

- A global network of pre-qualified medical providers
- Experienced crisis management professionals
- A state-of-the-art Operations Center with worldwide response capabilities
- Air and ground ambulance service providers

SES completely arranges and pays for all the assistance services it provides without limits on the covered cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home.

SES is not travel or medical insurance, rather it is a provider of global emergency services. SES's services do not replace medical insurance during medical emergencies away from home. All medical costs incurred should be submitted to your health plan and are subject to the policy limits of your health coverage.

\*Eligibility may extend to spouse and dependent children.

**† All services must be arranged and provided by SES. No claims for reimbursement of assistance services will be accepted.**

## PROGRAM GUIDELINES

Detach your SES identification card from this brochure and carry it with you at all times. To activate Scholastic Emergency Services, simply call the number on your ID card:

**1-877-488-9833** Toll free inside the U.S.A.

**1-609-452-8570** Collect outside the U.S.A.

E-mail: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

**Students studying outside the U.S.** – you are eligible for services both at and away from your campus location during your 2010-2011 UnitedHealthcare **StudentResources** policy period, however, you must be at least 100 miles away from your permanent residence.

**U.S. students studying in U.S. location** – you are eligible for services when you are more than 100 miles away from your permanent residence or your U.S. campus location.

**Foreign national students studying in the U.S.** – You are eligible for SES's services for the duration of your studies while in the U.S. and traveling outside of your home country.

**Global emergency services provided by:**

**Scholastic Emergency Services**  
an assist america partner

**For questions regarding this program please contact: UnitedHealthcare StudentResources**

**1-800-767-0700**



Please detach card and carry with you at all times

09\*04\*400

This is not a medical insurance card. All assistance services must be arranged and provided by SES. No claims for reimbursement will be accepted.

**ATTENTION**

L'assistance médicale et aux services personnels d'«Scholastic Emergency Services» Le titulaire de cette carte est membre d'«SES et a droit à

El portador de esta tarjeta es miembro de Scholastic Emergency Services y tiene derecho a los servicios personales y de asistencia médica de Scholastic Emergency Services.

The holder of this card is a member of SES and is entitled to its medical and personal services.

or via e-mail: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

Toll free inside the U.S.A. (Precede number with U.S. access code)

**1-877-488-9833**

From outside the U.S.A. (Precede number with U.S. access code)

**1-609-452-8570**

If you require medical assistance and are more than 100 miles from your permanent residence or traveling abroad, call SES Operation Center at:

**Scholastic Emergency Services**  
an assist america partner

Reference Number 01-AA-SID-01031

Name \_\_\_\_\_

School Name \_\_\_\_\_

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A UnitedHealth Group Company

## CONDITIONS & EXCLUSIONS

### Conditions

SES will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of participant from one medical facility to another medical facility of similar capabilities and providing a similar level of care

SES will not evacuate or repatriate a participant:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the participant from continuing his/her trip or returning home
- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

### Exclusions

- Travel by a participant's spouse when it is for the benefit of the spouse's employer (spouse business travel)
- Trips exceeding one semester (approximately 120 consecutive days) from legal residence (separate purchase of Expatriate Program is available through SES for travel exceeding one semester)

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. SES is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control of SES. SES is not responsible or liable for any malpractice committed by professionals rendering services to a participant.

 Please detach card and carry with you at all times

**Call SES when traveling 100 miles or more away from your permanent residence or campus when:**

- You require medical or counseling assistance
- You require legal assistance
- You experience local language problems

THIS IS NOT A MEDICAL INSURANCE CARD. ALL ASSISTANCE SERVICES MUST BE ARRANGED AND PROVIDED BY SES.

NO CLAIMS FOR REIMBURSEMENT WILL BE ACCEPTED.

When calling SES Operations Center be prepared with the following information:

- Your name, telephone number, and relationship to the patient
- Patient's name, age, gender, reference number and school
- Name, location, and telephone number of hospital or treating doctor if applicable

## KEY SERVICES

### Medical Consultation, Evaluation, & Referral

Calls to SES Operations Center are evaluated by medical personnel and referred to English-speaking, Western-trained doctors and/or hospitals.

### Hospital Admission Guarantee

SES will guarantee hospital admission outside the United States by validating a participant's health coverage or by advancing funds to the hospital. (Any emergency hospital admittance deposit must be repaid within 45 days).

### Emergency Evacuation

If adequate medical facilities are not available locally SES will use whatever mode of transport, equipment and personnel necessary to evacuate a participant to the nearest facility capable of providing.

### Medical Monitoring

SES medical personnel will stay in regular communication with a participant's attending physician and/or hospital and relay information to the family.

### Medical Repatriation

If a participant still requires medical assistance upon being discharged from a hospital, SES will repatriate him/her home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

### Prescription Assistance

If a participant needs to replace a prescription while traveling, SES will help in filling the prescription.



### Emergency Message Transmission

SES will receive and transmit authorized emergency messages for participants.

### Compassionate Visit

If a participant is traveling alone and will be hospitalized for more than seven days, SES will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family member or friend.

### Care of Minor Children

SES will arrange for the care of children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.

### Return of Mortal Remains

Assist America will render assistance in dealing with the logistics of returning a member's remains home in the event of his or her death. This service includes arranging the preparation of the remains for transport, procuring required documentation, providing the necessary shipping container as well as paying for transport.

### Emergency Trauma Counseling

SES will provide initial telephone-based counseling and referrals to qualified counselors as needed or requested.

### Lost Luggage or Document Assistance

SES will help participants locate lost luggage, documents, or personal belongings.



### Interpreter & Legal Referrals

SES will refer participants to interpreters and/or legal personnel, as necessary.

### Pre-trip Information

SES offers participants web-based country profiles that include visa requirements, immunization and inoculation recommendations as well as current security advisories for any travel destination.