

**Foreign Travel Assistance Services Provided
To Case Western Reserve University
Faculty, Staff, Students and Chaperones**

The University has a Foreign Travel Assistance Policy which provides insurance and various assistance programs to faculty, staff, students and chaperones while traveling out of the country on University business. This policy is designed to assist University employees and students while traveling in foreign countries and is provided at no cost. **In order to access these services, travelers will need an insurance identification card prior to their travel.**

To obtain an insurance identification card, please e-mail the Office of Risk Management and Insurance and provide your dates of travel, the destination and the purpose of your trip. Requests for Travel ID cards should be sent to: Dina Leinweber at dina.leinweber@case.edu. Questions can be directed to Dina at 368-1547 or Laura Corrigan, laura.corrigan@case.edu, 368-4394.

The following is a summary of coverages and services:

Medical Assistance Services

- Emergency medical evacuation - when adequate medical facilities are not available locally, as determined by service provider.
- Repatriation - to the country of which the employee is a citizen when medically necessary
- Repatriation of mortal remains.
- Hospital admission deposit - \$10,000 (reimbursable by employee within 45 days)
- Medical monitoring during hospitalization
- Dispatch of doctor or specialist - when the traveler's condition cannot be adequately assessed locally

Personal Assistance - Any associated fees are traveler's responsibility

- Pre-trip medical referral information - to multilingual doctors and hospitals
- Emergency medication
- Embassy and Consular information - worldwide
- Lost document assistance - for replacing important travel documents including passport and credit cards
- Emergency message transmission - to a family member and/or employer
- Emergency cash advance - of up to \$1,000 in local currency for emergencies
- Legal access - to local attorneys
- Translations and interpreters
- Benefits verification and claims assistance - to coordinate with overseas claims procedures

Travel Assistance - Any associated fees are traveler's responsibility

- Return of traveling companion/dependents
- Return of vehicle to rental agency
- Emergency family travel arrangements - for family members that need to join a hospitalized employee (In event of severe injury or illness associated fee may be covered).

Security Assistance

- Travel security information - access to an online service updated daily that accesses local security conditions
- Crisis response - incident management consulting for travelers

Automobile

Compulsory automobile insurance must be purchased when purchasing, renting or leasing vehicles out of the country.

The above is a summary of the coverages for out of the country travel. Coverage is subject to policy terms, conditions and exclusions. All services and payments must be arranged and pre-approved.

To access services under the Foreign Travel Assistance Program (Out of the Country Medical Insurance), please contact:

Europ Assistance

(800)243-6124 (inside the USA or Canada)

(202)659-7803 (outside the USA, call collect)

Plan #01AH585, Policy #GLMN04850932

If directed to the Foreign Liability Policy by Europ Assistance, Please contact:

Europ Assistance:

(800)766-8206 (inside the USA or Canada)

(202)659-7777 (outside the USA, call collect)

Plan #01SP585, Policy #PHFD37039561