



GLOBAL EMERGENCY ASSISTANCE

FOR UW-MADISON STUDENT HEALTH INSURANCE PLAN MEMBERS

UW-Madison SHIP members have access to a unique value-added benefit: a Global Emergency Assistance program provided by Assist America.

This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling more than 100 miles away from home, or your campus location, or to another country.







One simple phone call to Assist America will connect you to:

- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers














GLOBAL EMERGENCY SERVICES

MEDICAL EMERGENCY SERVICES*

-  **Medical Consultation, Evaluation & Referral**
The 24/7 Operations Center is staffed by trained, multilingual assistance personnel who are available for medical consultations, evaluations and referrals to Western-trained physicians.
-  **Critical Care Monitoring**
Assist America maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.
-  **Emergency Medical Evacuation**
If appropriate care is not available near the member's location, Assist America will safely evacuate the member to the nearest facility that meets our rigorous standards.
-  **Hospital Admission Assistance**
Assist America fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital.
-  **Medical Repatriation**
When deemed medically necessary, Assist America provides transportation home or to a specified health facility with a medical or non-medical escort as required.
-  **Prescription Transfer or Replacement**
When a prescription is lost or left behind, Assist America works with the prescribing physician and a local pharmacy to replace the member's medicine.

NON-MEDICAL EMERGENCY SERVICES*

-  **Compassionate Visit**
Assist America will arrange and pay for a loved one to join a member who is traveling alone and is expected to be hospitalized for more than seven days.
-  **Care of Minor Children**
If a minor child(ren) is left unattended due to a member's medical emergency, Assist America will pay for the child(ren) to return home to a family member, or will arrange childcare locally or at home.
-  **Return of Mortal Remains**
In the event that a member passes away, Assist America will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.
-  **Return of Vehicle**
If a member's vehicle, still in working-condition, is left away from home as the result of a medical emergency, it will be brought home safely via ground transportation.
-  **Emergency Trauma Counseling**
Assist America provides immediate emergency telephonic trauma counseling, with follow-up referrals to qualified counselors either on site or upon return home.
-  **Lost Luggage & Document Assistance**
Assist America works with airlines to recover lost bags, and replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.
-  **Interpreter & Legal Referral**
Assist America can recommend trustworthy legal counsel and interpreter services in any country.
-  **Bail Bond Coordination**
Assist America will assist in coordinating bail bond, wherever legally permissible, as required by the member. The sources of the funds is the responsibility of the member.
-  **Emergency Cash Coordination**
Assist America will assist in coordinating the transfer of emergency cash to a member. The sources of the funds is the responsibility of the member.
-  **Emergency Message Transmission**
Assist America can receive and transmit emergency messages to or from home.
-  **Pre-Trip Information**
Members can review country profiles, visa requirements, immunization regulations, security advisories directly from the Assist America website and Mobile App.

*For a complete description of the services available to you, consult your service certificate provided by your plan administrator and/or by Assist America. Services must be arranged by Assist America. Claims for reimbursement will not be accepted.

DOWNLOAD THE MOBILE APP

Access a wide range of global emergency assistance services from your phone by downloading the FREE Assist America Mobile App for iPhone and Android.



TAP FOR HELP

One-touch call to Assist America's 24/7 Operations Center



VOICE OVER INTERNET PROTOCOLS

Avoid international phone charges by calling Assist America for free using a Wi-Fi connection



PRE-TRIP INFORMATION

Access detailed country-specific information to prepare your trip



TRAVEL ALERTS

Receive alerts on urgent global situations that may impact travel



TRAVEL-STATUS INDICATOR

A GPS feature letting you know when you are eligible for services



EMBASSY & U.S. PHARMACY LOCATOR

Locate the nearest embassy/consulate of 23 countries and pharmacies near you (U.S. pharmacies only)



MOBILE ID CARDS

Your Assist America ID card is conveniently stored within the app



AVAILABLE IN 7 LANGUAGES

The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French

Enter your Assist America Reference number to set up the App:

01-SES-CHP-111601



CONDITIONS & EXCLUSIONS

Assist America 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)
- Attempts at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of a member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

Assist America will not evacuate or repatriate a member:

- 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 member 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 member's spouse when it is for the benefit of the spouse's employer (spouse business travel)
- Trips exceeding the applicable eligibility period of the academic institution program
- Members in their home country, as they are not considered to be in travel status.

For questions about your UW-Madison SHIP coverage,
please contact Wellfleet (the SHIP Claims Administrator) at (877) 657-5031.



Please cut on dotted line to remove card.



GLOBAL EMERGENCY SERVICES

Reference Number **01-SES-CHP-111601**

If you require medical assistance and are traveling more than 100 miles away from home, campus or in another country, call the 24/7 Assist America Operations Center at:

+1 609 452 8570 (outside USA - Collect Call)

+1 877 488 9833 (inside USA - Toll Free)

Or email at: medservices@assistamerica.com

**Please provide the following information
when you call:**

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

Attention: This card is not a medical insurance card. All services must be provided by Assist America. No claims for reimbursement will be accepted. The holder of this card is a member of Assist America and is entitled to its medical and personal services.



FREQUENTLY ASKED QUESTIONS

Assist America's Global Emergency Assistance program is included in your SHIP coverage. Questions related to your medical insurance should be directed to Wellfleet which you can contact at (877) 657-5031.

What is Assist America?

AssistAmerica provides global assistance services to SHIP members including medical consultation and referral, evacuation, repatriation, hospital admission assistance, return of mortal remains and much more.

Why are Assist America services included in my policy?

SHIP includes Assist America to provide students and their families immediate resources to solve medical emergencies when away from home, and to protect them from the costs associated with emergency medical evacuation. Assist America is the value added benefit to the policy.

Who is eligible for Assist America's services?

SHIP Domestic members studying in a U.S. location are eligible for services when more than 100 miles away from home or campus location. Medical Repatriation and Return of Mortal Remains services are available while at campus.

SHIP International members studying at a US institution are eligible for all Assist America services for the duration of their enrollment in SHIP. They are also covered while traveling more than 100 miles from the US campus or in a country that is not their country of residence, for less than one semester.

What does Assist America pay for?

AssistAmerica pays for all services it provides, including evacuation and repatriation. Medical treatment expenses are still covered by the health insurance policy, just as if the event happened at home.

Are there limitations to Assist America services?

Compared to other assistance providers, Assist America has very few exclusions or limitations, and these are outlined on page 3 of this Member Guide. Examples include illness or injury resulting from use of illegal drugs, attempted suicide, commission of an unlawful act, participation in an act of war or insurrection, pregnancies of over six months or mental/nervous disorders, unless hospitalized.

Important Things to Remember

Assist America is not an insurance company.

Assist America provides and pays for all services related to obtaining quality emergency medical care while traveling, including medical referrals, critical care monitoring and other support measures. Once a qualified physician or hospital has begun care, the costs of actual treatment and hospitalization are covered by a member's health insurance plan, just as if the incident had happened at home.

Services must be arranged and provided by Assist America.

By recommending which providers are used, Assist America ensures that members use the world's safest and most reliable resources. For this reason, they cannot honor requests for reimbursement for ambulance transport or other services arranged independently by members.

