

Global Emergency Services



Congratulations

Your enrollment through Wells Fargo Insurance Services includes a unique global emergency services program from On Call International. This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical emergency while traveling 100 miles or more away from your permanent residence, campus location, or in another country.

On Call International's Global Response Center is staffed 24 hours a day, 365 days a year with trained multilingual coordinators and doctors to advise and assist you quickly and professionally in a medical emergency.

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

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

On Call completely coordinates and pays for the transportation 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. It is important to keep your identification card with you at all times so that you can call toll-free and collect for services whenever you need them.

On Call is not travel or medical insurance, rather it is a provider of global emergency services.* On Call'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.

*All services must be arranged and provided by On Call International. No claims for reimbursement will be accepted.

EMERGENCY ASSISTANCE SERVICES PROVIDED BY: ON CALL INTERNATIONAL

NAME: _____

SCHOOL: _____

If you require medical assistance and are more than 100 miles from your permanent residence, campus or in another country, call the On Call Global Response Center at:

1-877-318-6901 (toll-free within the US and Canada)

+1-603-328-1909 (collect from outside the US and Canada)

Or e-mail at: mail@oncallinternational.com

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

Key Services

Medical Monitoring

On Call's medical staff will communicate with the member's attending physician and obtain a full understanding of the situation. Medical professionals will stay in regular communication with local medical personnel and relay necessary information to the Member and Family.

Emergency Medical Evacuation

If adequate medical facilities are not available locally, On Call will make arrangements to use whatever mode of transport, equipment and medical personnel necessary to evacuate a member to the nearest facility capable of providing a high standard of care.

Medical Repatriation

If after seeking medical attention, it is medically advisable for the member to seek further care at home, On Call will transport the member home or to a medical facility closer to home with a medical or non-medical escort, as necessary.

Compassionate Visit

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

Care of Minor Children

If a member traveling with dependent children is hospitalized for more than seven days as a result of a medical emergency, leaving the children unattended, On Call will arrange for the transportation of the children to their home, with an attendant if necessary.

Return of Deceased Remains

On Call will assist 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 the transportation.

Medical, Dental and Pharmacy Referrals

On Call will provide referrals to medical and dental professionals and pharmacies in the given geographic locations of western style medical facilities and English speaking providers in an area served by On Call to the extent possible.

Hospital Admission Guarantee

On Call will guarantee hospital admission by validating a member's health coverage or by advancing funds to the hospital. (Any advance of funds shall be charged to the member's credit card at the time of service).

Prescription Assistance

If a member needs a replacement prescription while traveling, On Call will assist in filling that prescription.

Emergency Message Transmission

On Call will receive and transmit authorized emergency messages for members.

Legal Consultation and Referral

If a member is away from home and requires the services of an attorney, On Call shall arrange for an initial telephone consultation with an attorney without charge to the member. If necessary, the member will be referred to a local attorney.

Lost Luggage Assistance

On Call will assist the member with the tracking of luggage lost or delayed in transit

Lost/Stolen Travel Document Assistance

On Call will provide assistance by arranging for the replacement of passports, visas, airline documents, birth certificates and other travel-related documents. Any expenses related to replacing lost travel documents are the member's responsibility.

Interpreter & Legal Referrals

On Call will refer members to local translators and interpreters if communication problems cannot be solved via telephone.

Pre-trip Information

On Call offers members reports via email, fax or postal mail including visa, passport and inoculation requirements, cultural information, weather conditions, embassy and consulate referrals, foreign exchange rates, and travel advisories for any destination.

Program Guidelines

U.S. students studying in a U.S. location are eligible for services when traveling more than 100 miles away from their permanent residence or campus location for up to one year as long as membership fee has been paid prior to departure. Medical transportation services and repatriation of deceased remains services are available at campus location.*

U.S. students studying abroad are eligible for services both at and away from their new campus location for up to one year as long as membership fee has been paid prior to departure.*

Foreign national students studying in the U.S. are eligible for On Call International's services, both on or away from campus or while traveling in a country that is not their country of origin as long as membership fee has been paid prior to departure.*

***Member shall be eligible for services during the term of his/her defined Program.**

Exclusions

On Call International will not pay for services in the following instances:

- Intentionally self-inflicted injuries, suicide or any attempted threat except when hospitalized as an inpatient.
- Expenses incurred if the original or ancillary purpose of the member's trip is to obtain medical treatment.
- Participation in a declared or undeclared act of war, civil disturbance or insurrection or an accident occurring while the member is serving on full-time or active duty in the Armed Forces of any country. Participation in an international authority flight in aircraft being used for experimental purpose, or in military aircraft (except the Military Aircraft Command of the United States or similar air transport Services Account of other) or while serving as a member of the crew of any aircraft.
- Use of any alcohol or drug unless prescribed by a physician or except if hospitalized as an inpatient.
- Any services provided to an injured person where the member is entitled to receive reimbursement for such expenses under any group insurance program maintained by the member's insurance company or employer.
- Routine or non-disabling medical problems, such as simple fractures, or sickness, which can be treated by local doctors and do not prevent the injured person from continuing the trip or returning home.
- Any treatment or expense related to childbirth, miscarriage or pregnancy except for any abnormal pregnancy or vital complication of pregnancy which endangers the life of the mother and/or unborn child during the first twenty-four weeks of pregnancy.
- A member on an organ transplant list prior to enrollment will not be entitled to a transport for that transplant.

On Call cannot be held responsible for failure to provide services or for delays caused by conditions beyond its control including, but not limited to, flight or weather conditions, strikes, unforeseen changes to airport regulations or restrictions, failure to comply with On Call's recommendations, or where rendering of service is prohibited by local laws or regulatory agencies.

Member may be required to release On Call or any healthcare provider from liability during emergency evacuation and/or repatriation.

Without limiting the foregoing, On Call's actions and obligations under this Agreement are ministerial in nature, and all medical care is provided by medical professionals ultimately selected by a Member. On Call is not liable for any malpractice performed by a local doctor, healthcare provider, or attorney.

On Call, at its sole discretion, will assist Members on a fee-for-service basis for interventions falling under the Limitations and Uncovered Services. On Call reserves the right, at its sole discretion, to request additional financial guarantees or pre-payment or indemnification from the Member prior to rendering such service on a fee-for-service basis.

All arrangements must be arranged and coordinated by On Call. Services rendered without the coordination and approval of On Call are not covered.

Please Provide The Following Information When You Call:

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

Emergency Assistance Services

Provided by On Call International

1-877-318-6901 or 1-603-328-1909

mail@oncallinternational.com

Facebook: [Facebook.com/oncallinternational](https://www.facebook.com/oncallinternational)

Twitter: [Twitter.com/oncallintl](https://twitter.com/oncallintl)

About On Call International

On Call International, founded in 1995, is a leading provider of customized medical, security and travel assistance for students, international business and leisure travelers, as well as expatriates and others traveling away from home. Operating 24 hours a day, 365 days a year, On Call International specializes in delivering life-determining aid during medical and security emergencies from any point on the globe as well as coordination of transportation home after accidents or illnesses. On Call International is the U.S. member of the International Assistance Group, a 36-partner global network of independent assistance companies, including more than 50 alarm centers.

