

aetna®

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions



24/7 medical assistance for students traveling worldwide

On Call International



Medical assistance — anywhere, anytime

Your students know the ins and outs of your campus, including where to go for medical needs.

But where do they go when they're traveling far from school?

With On Call International, your students have **24/7 medical information and assistance** worldwide — only a phone call away.

Help with information ... to evacuation

Whenever your students need help, they can call us collect from anywhere in the world at **603-328-1956**. (In the U.S. or Canada, they can call toll-free at **1-866-525-1956**.)

On Call helps with:

- Required vaccine information
- Referrals to area hospitals or doctors
- Emergency evacuation

Students also get comforting services, like help finding lost luggage or arranging for a family member to be with them in a time of need.

Available student services

Membership program

On Call helps with:

- 24/7 worldwide medical information and assistance
- Emergency medical evacuation
- Medically necessary return home
- Travel arrangements for a family member or friend if you're hospitalized alone for more than seven days
- Emergency return home for the death or life-threatening illness of a parent, sibling or spouse
- Medical monitoring
- Medical, dental and pharmacy referrals
- Hospital deposit arrangements
- Medicine replacement
- Pre-trip planning

Travel assistance

On Call helps with:

- 24/7 emergency travel arrangement
- Translations
- Emergency travel funds
- Lost travel documents
- Credit card/traveler's checks replacement
- Legal consultation and referrals
- Delayed baggage tracking

Security assistance

On Call arranges:

- Political evacuation
- Natural disaster evacuation

On Call International in action

Case:

A student traveling in Mexico was struck by a bus and admitted to a local hospital. On Call's medical team immediately started monitoring her condition.

Resolution:

After determining she would be hospitalized alone for more than seven days, On Call coordinated a round-trip plane ticket for her mother to fly to her bedside.

After some time in the hospital, On Call's medical team and the treating physician determined the student was medically stable enough to travel home. On Call arranged for a nurse escort to accompany her home in upgraded seating.

Names and identifying details have been removed to protect the patient's privacy. Each case is unique and may not reflect future benefits utilization.

Protecting students far from home. To add this program or learn more, visit www.aetnastudenthealth.com.

Note: This is only an outline of plan benefits/services. Please refer to the description of covered services found at www.aetnastudenthealth.com for a full description of coverage terms, including exclusions, limitations and benefits maximums.

Aetna Life Insurance Company (Aetna) provides access to certain accidental death and dismemberment (AD&D), medical evacuation/repatriation (MER), natural disaster and political evacuation (NDPE), and worldwide emergency travel assistance (WETA) coverages and services through a contractual relationship with On Call International, LLC (On Call). AD&D coverage is underwritten by United States Fire Insurance Company (USFIC) dba Fairmont Specialty. MER, NDPE and WETA membership services are administered by On Call.

Aetna and On Call are independent contractors and not employees or agents of each other. Neither Aetna nor any of its affiliates provides or administers AD&D, MER, NDPE or WETA benefits/services, and neither Aetna nor any of its affiliates is responsible in any way for the benefits/services provided by or through On Call. This material is for information only. Plans and programs provided through On Call contain exclusions and limitations. Review the Aetna Student Health Description of On Call Services document for conditions, limitations and exclusions. Information is believed to be accurate as of the production date; however, it is subject to change.

Fully insured student health insurance plans are underwritten by Aetna Life Insurance Company (Aetna). Self-insured plans are funded by the applicable school, with claims administration services provided by Aetna Life Insurance Company. Aetna Student HealthSM is the brand name for products and services provided by Aetna Life Insurance Company and its applicable affiliated companies (Aetna).

Your plan may reimburse you for services provided when care is rendered outside of the United States, subject to the terms of the Master Policy. Whenever coverage provided by any insurance policy is in violation of any U.S., U.N. or EU economic or trade sanctions, such coverage shall be null and void. For example, Aetna companies cannot pay for health care services provided in a country under sanction by the United States unless permitted under a written Office of Foreign Assets Control (OFAC) license. Learn more on the U.S. Treasury's website at: www.treasury.gov/resource-center/sanctions.

Policy forms issued in Oklahoma include: GR-96134.

www.aetnastudenthealth.com