



Emergency Travel Assistance Program

An Important Travel Benefit



Emergency medical, travel, and personal security assistance is available 24 hours a day, anywhere in the world for travelers 100 or more miles away from home or outside of their home country. Expatriates, regardless of distance from their expatriate home, can also enjoy the benefits provided by MEDEX, a leading provider of international travel assistance services.

How to use the MEDEX Services

1. Always carry the MEDEX ID card with you when you travel 100 or more miles away from your home residence or home country.
2. If you have a medical or travel problem call MEDEX. Printed on your ID card are the phone numbers for the worldwide MEDEX network. Call the toll-free number for the country you are in. If you are in a country not listed, call the Baltimore, Maryland, Coordination Center *collect* (1-410-453-6330).
3. If the condition is an emergency, you should immediately go to the nearest physician or hospital without delay and then contact MEDEX.
4. A coordinator will ask for your name and ID number and a description of the situation.
5. A multilingual coordinator will immediately render whatever assistance is necessary.
6. MEDEX monitors all cases until the situation is resolved.

Medical Assistance Services Available

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payment
- Transfer of Insurance Information to Medical Providers
- Coordination of Medication, Vaccine and Blood Transfers
- Assist in the Replacement of Corrective Lenses and Medical Devices
- Dispatch of Doctors and Specialists
- Medical Records Transfer
- Continuous Updates to Family, Employer and Home Physician
- Hotel Arrangements for Convalescence

Medical Evacuation & Repatriation Services Available

- Emergency Medical Evacuations
- Transportation to Join a Hospitalized Member
- Return of Dependent Children
- Transportation After Stabilization
- Repatriation of Mortal Remains

Travel Assistance Services Available

- Pre-travel Information
- Emergency Travel Arrangements
- Transfer of Funds
- Assist in the Replacement of Lost or Stolen Travel Documents
- Legal Referrals
- Translation Services
- Message Transmittals
- Emergency Pet Housing and/or Pet Return

Personal Security Services Available

- Real-time Security Intelligence
- Political Evacuation
- Referrals to Specialized Security Providers
- Crisis Management/Evacuation Planning

This document is only a partial description of benefits. Please refer to the MEDEX program description for full details regarding the benefits, coverages, conditions and limitations of this MEDEX travel assistance program.



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FOR INTERNATIONAL AND U.S TRAVEL