24/7 Access to Assistance

If you need assistance, contact the Emergency Response Center (ERC), which is available 24/7. A multilingual case manager will ask for the following information, which will help us to immediately begin assisting you:

- Your school and campus
- The number shown on the front of your ID card
- A description of the situation
- A phone number to reach you

**Phone/Email:**

**Emergency Response Center (ERC)**
Available 24/7

(p) 1.800.527.0218 or 1.410.453.6330
(e) assistance@uhcglobal.com
(The mailbox is monitored 24/7)
UnitedHealthcare Global – ID Card

When traveling, you can now feel confident that you are in safe hands if an emergency arises. As part of your group travel protection plan, UnitedHealthcare Global provides you with medical and travel-related assistance services. Listed on your ID card is the telephone number for the worldwide UnitedHealthcare Global Emergency Response Center. When you call, we will ask for the information shown on your ID card, and a description of your situation. You should carry your UnitedHealthcare Global ID card with you at all times.

Insurance Benefits  
(Coverage underwritten by different companies that are not related to the United-Healthcare family of companies.)

<table>
<thead>
<tr>
<th>Travel Medical Insurance Benefits</th>
<th>• Medical coverage up to maximum amount</th>
</tr>
</thead>
</table>

Assistance Services  
(These non-insurance services are provided by UnitedHealthcare Global)

<table>
<thead>
<tr>
<th>Medical Assistance Services</th>
<th>• Worldwide medical and dental referrals</th>
<th>• Medication and vaccine transfers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Monitoring of treatment</td>
<td>• Updates to family &amp; home physician</td>
</tr>
<tr>
<td></td>
<td>• Facilitation of hospital payments</td>
<td>• Hotel arrangements</td>
</tr>
<tr>
<td></td>
<td>• Relay of insurance and medical information</td>
<td>• Replacement corrective lenses &amp; medical devices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Travel Assistance Services</th>
<th>• Language translation facilitation and referral</th>
<th>• Support for replacement of lost or stolen travel documents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Emergency travel arrangements</td>
<td>• Legal referrals</td>
</tr>
<tr>
<td></td>
<td>• Transfer of funds</td>
<td>• Message transmittals</td>
</tr>
</tbody>
</table>

Worldwide Destination Intelligence  
• Destination Profiles  
Contact the Emergency Response Center to request a Destination Profile of health and security risks for pre-trip planning.

How to use UnitedHealthcare Global’s services

24 hours a day, 7 days a week, 365 days a year  
If you have a medical or travel issue, contact us for assistance. Simply call the Emergency Response Center (ERC) at +1.410.453.6330 or email us at: assistance@uhcglobal.com

If the condition is an emergency, you should immediately call local emergency services or go to the nearest physician or hospital without delay and then contact UnitedHealthcare Global’s 24-hour Emergency Response Center. We’ll then take the appropriate action to assist you and monitor your care until the situation is resolved.

Sample ID Card

UnitedHealthcare Global Emergency Response Center
24 hours a day, 7 days a week, 365 days a year

United States +1.410.453.6330
Assistance@uhcglobal.com
1.800.527.0218 (toll free within U.S. & Canada)

If the condition is an emergency, you should immediately call local emergency services or go to the nearest physician or hospital without delay. Then contact the 24-hour Emergency Response Center. If you have a travel problem, simply call or email for assistance. Carrier charges may be incurred. The Emergency Response Center can obtain a call back number to minimize telecom charges to you.

A multilingual case manager will ask for your name, your organization’s name, the number shown on the front of your ID card, and a description of the situation. We will immediately begin assisting you.

Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures – completed claim form required.

Call 24 hours a day (multilingual). If you don’t have access to a phone, email for assistance: assistance@uhcglobal.com

Underwritten by U.S. Fire Insurance Company / Claims administered by Co-ordinated Benefit Plans, LLC. Please refer to your policy document for coverage and terms.
Creating an Intelligence Center Account

Log on to the UnitedHealthcare Global Intelligence Center to access medical, security and/or travel tools providing information on your country of destination. Depending on your program, you may have access to Medical Intelligence Reports, Security Intelligence Reports or Pre-Travel Planning.* Create a user account to get started.

Follow these simple instructions below to set up an account:

1. Navigate to www.members.uhcglobal.com
2. Click “Create User.”
3. Enter the following UHC Global ID Number: 902533423, click “Next.”
4. Read and agree to the terms of use, click “Next.”
5. Enter your account information, click “Next.” (Username, Password, Email, Security Question and Answer.)
6. Complete your user information, click “Finish.” (Enter your first name, last name, gender and primary phone number.)

*Some customers of UnitedHealthcare Global have combinations of these tools included in their program, but not all do. Please check your program or call your administrator to determine if you are eligible for access.
Frequently Asked Questions (FAQs)

How long am I covered?

A: The plan covers you for the period of international travel required by your academic institution and for which you are participating. Travel necessary for the program, including a certain number of days before and after your official dates of study, may be included. Check the specifics of your policy.

What if I lose my ID card?

A: Please contact UnitedHealthcare Global to request a copy of your ID card. If you have an emergency, please proceed to the nearest facility for treatment and call the UnitedHealthcare Global Emergency Response Center at +1.410.453.6330. A copy of your ID card is on file internally and can be accessed by the Emergency Response Center. Please identify yourself as a faculty/staff member or student from and the name of the college/university to which you are associated.

What is covered by the plan?

A: Reasonable expenses, as the result of an accident or sickness, for medically necessary physician office visits, inpatient hospital services, physician and hospital outpatient services and emergency hospital. Additional benefits may be available for AD&D and non-medical evacuations due to security or natural disaster occurrences. Check the details of your policy for specific coverage maximums as well as any applicable limitations or exclusions.

How do I find a covered provider/make an appointment?

A: Contact UnitedHealthcare Global’s Emergency Response Center to schedule an appointment for you and arrange for direct payment to one of their doctors. The UnitedHealthcare Global Emergency Response Center is available 24/7 by phone at +1.410.453.6330 or e-mail at assistance@uhcglobal.com to assist you with everything from routine requests to medical emergencies.

If you make your own appointment, contact the Emergency Response Center at least 24 hours prior to your appointment so UnitedHealthcare Global can provide the doctor’s office with a “guarantee of payment” (if possible). In many countries providers require this at the time of the visit. If this is not arranged prior to the visit, the doctor may require payment up front from you.

What if I need a follow-up appointment?

A: If the physician recommends a follow-up consultation, please provide this information to the UnitedHealthcare Global Emergency Response Center in order to coordinate this appointment and arrange payment. To request these services, contact the Emergency Response Center by phone at +1-410.453.6330 or e-mail at assistance@uhcglobal.com.
Program Description
SAFETRIP SCHOLASTIC

SafeTrip Scholastic provides you with international travel assistance services and travel medical insurance.

- Travel assistance coverage is provided by United Healthcare Global (UHCG).

The emergency assistance services are detailed on the following pages. For full travel insurance details, please see the enclosed Certificate of Insurance.

Emergency Assistance Services provided by UnitedHealthcare Global
Travel Assistance Services
Destination Intelligence

Travel Insurance Features
- 24 Hour-AD&D $15,000
- Accident & Sickness Medical Expense $250,000
- Deductible $50
- Dental due to Accident $500

HOW TO USE UNITEDHEALTHCARE GLOBAL SERVICES
24 hours a day, 7 days a week, 365 days a year

If you have a medical or travel problem, simply call us for assistance. Our toll-free and collect-call telephone numbers are printed on your ID card. Either call the toll-free number of the country you are in, call collect, or email at:

- Assistance@uhcglobal.com

An assistance coordinator will ask for Your name, Your company or group name, the UHCG ID number shown on Your card, and a description of Your situation. If the condition is an emergency, You should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center. We will then take the appropriate action to assist You and monitor Your care until the situation is resolved.

Payments arranged by UHCG:
Most Physicians and hospitals will provide you with the necessary medical treatment will either send their bill directly to UHCG Insurance Services, or in the case of small dollar amounts, may ask You to pay at time services are rendered. Ask the hospital or Physician to contact UHCG. UHCG will confirm Your protection plan coverage and arrange for prompt payments. You will be asked to pay for any deductible amount or items not covered by Your plan.

Payments made by You:
If You are required to pay for medical treatment, obtain a signed receipt and a signed statement by a Physician describing the problem and the treatment. Once Your other insurance has processed Your claim, submit a copy of their final disposition along with a UHCG Insurance Services claim form and a copy of Your receipts to:

UnitedHealthcare Global Claim Administrator
P.O. Box 20874
Tampa, FL 33622
1-877-693-8530 / Fax: 1-800-560-6340
Email Address: Team1@cbpinsure.com

For claim forms or questions, call between 8:30 A.M. and 5:00 P.M. Monday through Friday Eastern Time.
WORLDWIDE EMERGENCY ASSISTANCE SERVICES
These non-insurance services are provided by UnitedHealthcare Global.

MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals: Upon your request, UHCG will provide referrals to pre-approved physicians, hospitals, dentists, and dental clinics in the area you are traveling in order to assist you in locating appropriate treatment and quality care.

Monitoring of Treatment: As and to the extent permissible, UHCG will continually monitor your medical condition. Physician Advisors will provide consultative and advisory services to UHCG in relation to your medical condition, including review and analysis of the quality of medical care received by you.

Facilitation of Hospital Payment: Upon securing payment or a guarantee to reimburse, UHCG will either wire or guarantee funds needed for admitting you into a hospital for medical treatment. You are responsible for the payment of the cost of medical care and treatment, including hospital expenses.

Relay of Insurance and Medical Information: Upon your request and authorization, UHCG will relay your insurance benefit information and/or medical records and information to a health care provider or treating physician, as appropriate and permissible, to help prevent delays or denials of medical care. UHCG will also assist with hospital admission and discharge planning.

Medication and Vaccine Transfers: In the event a medication or vaccine is not available locally, or a prescription medication is lost or stolen, UHCG will coordinate the transfer of the medication or vaccine to you upon the prescribing physician’s authorization, if it is legally permissible.

Updates to Family, Employer, and Home Physician: Upon your approval, UHCG will provide periodic case updates to appropriate individuals designated by you in order to keep them informed.

Hotel Arrangements: UHCG will assist you with the arrangement of hotel stays and room requirements before or after hospitalization or for ongoing care.

Replacement of Corrective Lenses and Medical Devices: UHCG will assist with the replacement of corrective lenses or medical devices if they are lost, stolen, or broken during travel.

TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents: UHCG will assist you in taking the necessary steps to replace passports, tickets, and other important travel documents.

Emergency Travel Arrangements: UHCG will make new reservations for airlines, hotels, and other travel services for you in the event of: (a) an Illness or Injury, (b) a Security Evacuation, and (c) during a Political Evacuation.

Transfer of Funds: UHCG will provide you with an emergency cash advance subject to UHCG first securing funds from you (via a credit card) or your family.

Legal Referrals: Should you require legal assistance, UHCG will direct you to a duly licensed attorney in or around the area where you are located.

Language Services: UHCG will provide immediate interpretation assistance to you in a variety of languages in an emergency situation. If a requested interpretation is not available or the requested assistance is related to a non-emergency situation, UHCG will provide you with referrals to interpreter services. Written translations and other custom requests, including an on-site interpreter, will be subject to an additional fee.

Message Transmittals: You may send and receive emergency messages toll-free, 24-hours a day, through the UHCG Emergency Response Center.

WORLDWIDE DESTINATION INTELLIGENCE

Destination Profiles: When preparing for travel, You can contact the Emergency Response Center to have a pre-trip destination report sent to You. This report draws upon the UHCG intelligence database of over 280 cities covering subject such as health and security risks, immunizations, vaccinations, local hospitals, crime, emergency phone numbers, culture, weather, transportation information, entry and exit requirements, and currency. Our global medical and security database of over 170 countries and 280 cities is continuously updated and includes intelligence from thousands of worldwide sources.
Contact us:

When you need help, our multilingual Emergency Response Center (ERC) is here to support you.

PHONE:
+1.800.527.0218  or  410.453.6330

EMAIL:

assistance@uhcglobal.com
(The email inbox is also available and monitored 24/7)