



## STEPS TO TAKE IN CASE OF A MEDICAL/PSYCHOLOGICAL EMERGENCY

### **IMPORTANT:**

IN ANY TRAVEL RELATED MEDICAL/PSYCHOLOGICAL EMERGENCY, PLEASE HAVE THE STUDENTS OR FACULTY CALL ACE TRAVEL ASSISTANCE AS SOON AS POSSIBLE (I.E. BEFORE SEEKING CARE).

### **When Contacting ACE Travel Assistance:**

<b>BEFORE SEEKING CARE</b>	<b>After Seeking Care</b>
<i>Given a regular scenario where an individual can contact ACE Travel Assistance prior to seeking treatment, ACE Travel Assistance will open a medical file and provide any needed referrals. ACE Travel Assistance will also be able to provide direct payment to any facilities within their networks outside the United States.</i>	<i>Should a medical condition prohibit an individual from contacting the ACE Travel Assistance office <u>before seeking care</u>, then please let ACE Travel Assistance know as soon as possible that the student has sought medical treatment, so an ACE Travel Assistance agent can begin the assistance process.</i>

Please ensure that all travelers have ACE Travel Assistance's **phone number, email address, and the policy number**, as this will be requested in the individual's initial call. In the initial request, ACE Travel Assistance agents will also ask for the following; **Type of Assistance Needed, Name, Date of Birth, Home Address, Trip Dates, Policy Number, Condition, Location, and Local Contact Information.**

The ACE Travel Assistance office handles all types of emergencies when traveling. USF Students and Faculty should contact ACE Travel Assistance with any questions or concerns that arise when traveling. ACE Travel Assistance can assist with any requests and provide coverage in line with the policy and benefits.

**Lastly, please report any incident or medical emergency to the Center for Global Education's 24-hour emergency mobile by calling: +1-415-994-4330**



ACE American Insurance Company  
(A Stock Company)  
Philadelphia, PA  
(Herein called We, Us, Our)

# Travel Assistance Program

## ATTENTION

**In the event of a medical emergency  
call ACE's Travel Assistance  
Services immediately**

### 24-Hour Access

**1-855-327-1414 Toll-Free  
1-630-694-9764 Direct Dial**

Call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

When you call ACE's Travel Assistance Services, please be prepared with the following information:

1. Name of caller, phone no., fax no., relationship to Covered Person;
2. Covered Person's name, age, sex and policy number;
3. A description of the Covered Person's condition;
4. Name, location, and telephone number of hospital;
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
6. Health insurance information, worker's compensation, or automobile insurance information if the Covered Person had an accident.

"Covered Person" means the person insured under the applicable ACE policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

## ATTENTION

### Medical Personnel or Police

In the event of a medical emergency, our Assistance Provider will provide the services on the card below. To verify eligibility call the multi-lingual call center 24 hours a day toll free at 1-855-327-1414; or direct dial at 1-630-694-9764.

In addition to the insurance protection provided by your insurance plan, ACE USA has arranged with our Assistance Provider to provide you with access to its travel assistance services around the world. These services include:

- **Medical Assistance** including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- **Personal Assistance** including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, verifies medical benefits and assists with medical claims process.
- **Travel Assistance** including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.
- **Security Assistance** including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.

This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. Our Assistance Provider makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by ACE's Assistance Provider are not employees or agents of our Assistance Provider and the choice of provider is yours alone. ACE's Assistance Provider assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

## ACE TRAVEL ASSISTANCE PROGRAM

**For medical referrals, evacuation, repatriation or other services please call:**

ACE Travel Assistance Program  
1-855-327-1414 (Toll-Free)  
1-630-694-9764 (Direct Dial)  
medassist-usa@axa-assistance.us

Visit [www.acetravelassistance.net](http://www.acetravelassistance.net) for access to global threat assessments and location based intelligence.

Username: medassist-usa@axa-assistance.us  
Password: acea&h



**Organization:** University of San Francisco  
**Policy Number:** ADDN05660865R  
**Assistance Provider:** AXA Assistance USA, Inc.

AXA provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event