



Emergency Travel Assistance Program

An Important Travel Benefit for University of Virginia employees traveling for business



Staff working or traveling outside of their home country on U.Va. business can now obtain emergency medical, travel, and personal security assistance 24 hours a day, anywhere in the world through MEDEX, a leading provider of international travel assistance services, by signing up through the University's Human Resources Benefits Office. Enrollment forms are available at <http://www.hrs.virginia.edu/linksforms.html>.

How to use the MEDEX PLUS services

1. Always carry the MEDEX ID card with you while traveling 100 miles or more from your place of permanent residence. Expatriates are covered on a full-time basis while on assignment.
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 your name, the company's name and MEDEX 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
- Assist in Facilitation of Hospital Payment
- Transfer of Insurance Information to Medical Providers
- Assist in 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

FOR INTERNATIONAL TRAVEL

Coordination for Medical Evacuation & Repatriation Services Available

- Emergency Medical Evacuations (Coordination and Cost)
- Transportation to Join a Hospitalized Member (Coordination and Cost)
- Return of Dependent Children/ Traveling Companions (Coordination and Cost)
- Transportation After Stabilization (Coordination and Cost)
- Repatriation of Mortal Remains (Coordination and Cost)

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
- Assistance with Political Evacuation
- Referrals to Specialized Security Providers
- Assistance with Crisis Management/Evacuation Planning

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



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