

# MEDICAL & SECURITY ASSISTANCE AND EVACUATION

## MEDICAL & SECURITY SERVICE COLLEGIATE PROGRAM DESCRIPTION

A comprehensive program providing 24/7 emergency medical and travel assistance services when You when You are outside Your Home Country or 100 or more miles away from Your primary residence in Your Home Country. The program also provides emergency security assistance services when you are outside of Your Home Country. Expatriates are eligible for Medical services while in Your Host Country, while traveling outside of Your Home Country, or while traveling within Your Home Country 100 or more miles away from Your primary residence. Expatriates are eligible for Security services while in Your Host Country or when traveling outside of Your Home Country.

### **How To Use UnitedHealthcare Global Assistance Services**

24 hours a day, 7 days a week, 365 days a year

If You have a medical, personal safety 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 the Emergency Response Center collect, or email the Emergency Response Center at:

**Baltimore, MD, USA +1-410-453-6330**

[Assistance@uhcglobal.com](mailto:Assistance@uhcglobal.com)

A multilingual case manager will ask for Your name, Your company or group name, the group number shown on Your ID card, and a description of Your situation. We will immediately begin assisting You. A full listing of services follows.

**If the condition is a medical emergency, You should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center.**

**In the event of emergency security situation, You should immediately get to a safe location and then contact the Emergency Response Center.** We will then take the appropriate action to assist You and monitor Your care until the situation is resolved.

Your program provides You with Medical Evacuation & Repatriation Services, Medical Assistance Services, Security & Political Evacuation Services, Destination Intelligence, and Travel Assistance Services as described below. These services are subject to certain Conditions and Limitations also described below.

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## MEDICAL ASSISTANCE SERVICES

**Worldwide Medical and Dental Referrals:** We will provide referrals to help You locate appropriate treatment and quality care.

**Monitoring of Treatment:** Our case managers will continually monitor Your case. In addition, UnitedHealthcare Global Physician Advisors provide Us consultative and advisory services, including review and analysis of the quality of medical care You are receiving.

**Facilitation of Hospital Payment:** Upon securing payment or a guarantee to reimburse, We will either wire or guarantee funds needed for hospital admittance costs. You are ultimately responsible for the payment of the cost of medical care and treatment, including hospital expenses or wiring fees.

**Transfer of Insurance Information to Medical Providers:** We will relay insurance benefit information to help prevent delays or denials of medical care. We will also assist with hospital admission and discharge planning.

**Transfer of Medical Records:** Upon Your consent, We will assist with the transfer of medical information and records to You or the treating physician.

**24-Hour Health Information\*:** We will provide access to registered nurses who are available 24 hours a day, 365 days a year, to deliver symptom decision support, evidence-based health information and education, and medication information. They can help you understand treatment options to discuss with your doctor and answer medication questions.

**Medication and Vaccine Transfers:** In the event medication or vaccines are not available locally, or a prescription medication is lost or stolen, We will make commercially reasonable efforts to coordinate their transfer to You upon the prescribing physician's authorization, if it is legally permissible. You will be responsible for the cost of the medication or vaccine and any delivery costs.

**Updates to Family, Employer, and Home Physician:** With Your approval, We will provide periodic case updates to appropriate individuals You designate in order to keep them informed.

**Hotel Arrangements:** We will assist You with the arrangement of hotel stays and room requirements before or after hospitalization or for ongoing care. You are responsible for costs of lodging and incidental expenses. .

**Replacement of Corrective Lenses and Medical Devices:** We will coordinate the replacement of corrective lenses or medical devices if they are lost, stolen, or broken during travel. You will be responsible for the cost of the item and any delivery costs.

## MEDICAL EVACUATION & REPATRIATION SERVICES

The following services are available if the Participant suffers an Injury or a sudden and unexpected Illness:

**Emergency Medical Evacuation:** If You sustain an Injury or Illness that, in the opinion of UnitedHealthcare Global and the treating health care provider, requires urgent medical attention and adequate medical treatment is not available at Your initial medical facility, We will arrange and pay for a medically supervised evacuation to the nearest medical facility We determine to be capable of providing appropriate medical treatment. Your medical condition and situation must be such that, in the professional opinion of the health care provider and UnitedHealthcare Global, You require immediate emergency medical treatment, without which there would be a significant risk of death or serious impairment. All such arrangements must be coordinated and approved in advance by Us.

**Dispatch of Doctors/Specialists:** In an emergency where We determine that You cannot adequately be assessed by telephone for possible evacuation from Your initial medical facility, or You cannot be moved and local treatment is unavailable, We will endeavor to send an appropriate medical practitioner to You when We deem it appropriate for medical management of a case. We will pay for transportation and related expenses of the medical practitioner. You are responsible for the payment of the cost of medical care and treatment.

**Medical Repatriation:** Following stabilization of Your condition and discharge from the hospital, We will coordinate and pay for transportation to Your Home Country or Host Country if We determine that You should return for continuing medical care. Medical escorts and mobile medical equipment will be arranged and paid if UnitedHealthcare Global determines either is warranted during the transportation. We will also arrange and pay for a change to Your existing return travel arrangements if the change is required as a direct result of Your medical condition or treatment. All travel arrangements will be as necessitated by Your medical condition as determined by Your treating physician and UnitedHealthcare Global. All such arrangements must be coordinated and approved in advance by Us.

**Transportation After Stabilization:** When Medical Repatriation is not required following stabilization of Your condition and discharge from the hospital, We will coordinate and pay for economy transportation (or upgraded transportation to match Your originally booked travel) to Your point of origin, Your Home Country, or your Host Country. All such arrangements must be coordinated and approved by Us in advance.

**Transportation to Join a Hospitalized Participant:** If You are traveling alone and are or will be hospitalized for more than three (3) days due to an Illness or Injury, We will coordinate and pay for economy round-trip airfare for a person of Your choice to join You. We will also assist with the arrangement of their hotel stay during Your hospitalization. Costs of lodging, meals, and incidental expenses are the responsibility of the traveler.

**Return of Minor Children:** If Your minor child(ren) age 18 or under are present but left unattended as a result of Your Injury or Illness, We will coordinate and pay for one-way economy airfare (or upgraded transportation to match Your originally booked travel) to send them back to Your Home Country. We will also arrange and pay for the services, transportation expenses, and required accommodations of a non-medical escort, if required and as determined by UnitedHealthcare Global.

**Repatriation of Mortal Remains:** In the event of Your death, We will assist in obtaining the necessary clearances for Your cremation or the return of Your mortal remains. We will coordinate and pay for commercially reasonable efforts for the expenses of the preparation and transportation of Your mortal remains to Your Home Country or place of primary residence, as well as obtain and pay for the number of certified death certificates required by the Host Country and Home Country to release and receive the remains.

## DESTINATION INTELLIGENCE & SUPPORT

**Global Intelligence Center:** You will have online access to information about Your program including information about UnitedHealthcare Global services, an electronic version of this program description as well as Your ID card, a listing of telephone numbers for contacting UnitedHealthcare Global, and any online intelligence tools included in this program.

**Medical Intelligence Reports:** You will have online access to continuous updates on health information pertinent to Your destination(s) of travel such as immunizations, vaccinations, regional health concerns, entry and exit requirements, and transportation information. You can also review certain preferred facilities for Your travel destinations. Risk Ratings are provided for each country and rank the severity of risk concerning disease, quality of care, access to care, and cultural challenges.

**World Watch® Global Security Intelligence:** You will have online access to the latest authoritative information and security guidance for over 170 countries and 280 cities. Information includes the latest news, alerts, risk ratings, and a broad array of destination information including crime, terrorism, local hospitals, emergency phone numbers, culture, weather, transportation information, entry and exit requirements, and currency. Our global security and medical databases are continuously updated and includes intelligence from thousands of worldwide sources.

**Pre-Travel Reports:** Using information from the Medical Intelligence Reports and World Watch® online intelligence tools, You can create customized, printable health and security profiles for your destination.

**Evacuation Support Notification:** Our intelligence team monitors global events and tracks those that may trigger a need to evacuate a location. We will contact Your program administrator via email to alert him/her to such situations to ensure Your security and safety are not compromised. In addition, We will keep Your program administrator updated on any escalation or downgrade in the status of the situation. These Support Notifications are staged between Warning, Alert, and Evacuate as the risk level of the situation increases or eases.

**Security Analysts:** Your program administrator will have 24/7 direct access to Our in-house security and intelligence experts to provide consultation, discuss issues, or answer questions during an Emergency Security Situation.

## SECURITY AND POLITICAL EVACUATION SERVICES

**Transportation to Departure Point:** As part of a Security or Political Evacuation, UnitedHealthcare Global will, to the extent commercially reasonable, arrange and pay for ground transportation to the designated international airport or other safe departure point. We will also arrange and pay for the cost of services to protect Your safety while assembled or during evacuation if required and as determined by UnitedHealthcare Global.

**Security Evacuation:** In the event of an Emergency Security Situation, We will, to the extent commercially reasonable, arrange and pay for Your evacuation from an international airport or other safe departure point We designate to the nearest safe haven. Evacuation must be requested within 5 days (120 hours) from the time of issuance of the UnitedHealthcare Global Evacuate stage support notification. If evacuation becomes impractical due to hostile or dangerous conditions, We will maintain contact with You and advise You until evacuation becomes viable or the Emergency Security Situation has passed.

**Political Evacuation:** In the event the officials of Your Home Country issue a written order that You leave Your Host Country for non-medical reasons, or if You are expelled or declared “persona non grata” on the written authority of Your Host Country, We will, to the extent commercially reasonable, arrange and pay for Your evacuation from an international airport or other safe departure point We designate to the nearest safe haven. Evacuation must be requested within 5 days (120 hours) from the time of ordered departure notice given by the recognized government of Your Home Country or Host Country.

**Transportation After Security or Political Evacuation:** Following a Security or Political Evacuation and when safety allows, We will coordinate and pay for one-way economy airfare to return You to either Your Host Country or Your Home Country.

## TRAVEL ASSISTANCE SERVICES

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

**Emergency Travel Arrangements:** We will make new reservations for airlines, hotels, and other travel services in the event of an Illness or Injury or Emergency Security Situation.

**Transfer of Funds:** We will provide You with an emergency cash advance subject to Us first securing funds from You or Your family. You are responsible for any fees for the wiring of these funds.

**Legal Referrals:** Should You require legal assistance, We will direct You to an attorney.

**Language Services:** Our multilingual case managers are available to provide immediate interpretation assistance in a variety of languages in an emergency; otherwise We 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 Our Emergency Response Center.

## PROGRAM DEFINITIONS

The following definitions apply:

“Emergency Security Situation” means a civil and/or military uprising, insurrection, war, revolution, or other violent disturbance in a Host Country, which results in UnitedHealthcare Global issuing an Evacuate stage alert through the Evacuation Notification service included in this program. At a minimum, Our program will adhere to any announcement made by Your Home or Host Country ordering the departure of personnel in the event a UnitedHealthcare Global Evacuate stage alert has not been issued. Emergency Security Situation does not include Natural Disasters.

“Enrollment Period” means the period of time for which You are validly enrolled for your UnitedHealthcare Global program and for which We have received the appropriate enrollment fee.

“Expatriate” means individual traveler whose trips exceed 90 consecutive days or whose travel exceeds 180 days in a 12-month period.

“Home Country” means the country or territory as shown on Your passport or the country where You have Your primary residence.

“Host Country” means a country or territory You are visiting or in which You are living which is not Your Home Country.

“Illness” means a sudden and unexpected sickness that manifests itself during Your Enrollment Period.

“Injury” means an identifiable accidental injury caused by a sudden, unexpected, unusual, specific event that occurs during Your Enrollment Period.

“UnitedHealthcare Global Physician Advisors” means physicians, retained by UnitedHealthcare Global to provide Us with consultative and advisory services, including the review and analysis of the quality of medical care You are receiving.

“Natural Disaster” means an unforeseen event occurring directly from natural cause, including but not limited to, earthquake, flood, storm (wind, rain, snow, sleet, hail, lightning, dust or sand), tsunami, volcanic eruption, wildfire or other similar event that results in such severe and widespread damage that results in a Natural Disaster evacuation notification being issued by UnitedHealthcare Global, AND the participant’s location is Uninhabitable.

In no event, shall a Natural Disaster be deemed to apply to a marine vessel, ship or watercraft of any kind.

“Participant” means a person validly enrolled for a UnitedHealthcare Global program and for whom We have received the appropriate enrollment fee.

“Uninhabitable” means the Participant’s Host Country location is deemed unfit for residence, as determined by Our security personnel in accordance with Home Country and Host Country authorities, due to lack of habitable shelter, food, heat, and/or potable water AND no suitable supplemental housing is available within 100 miles of the disaster site.

“We,” “Us,” and “Our,” means UnitedHealthcare Global.

“You” and “Your” means the Participant.

## CONDITIONS AND LIMITATIONS

The services described are available to You only during Your Enrollment Period. Medical services are available to You only when You are outside Your Home Country or 100 or more miles away from Your primary residence in Your Home Country. Security services are available to You only when You are outside of Your Home Country. Expatriates are eligible for Medical services while in Your Host Country, while traveling outside of Your Home Country, or while traveling within Your Home Country 100 or more miles away from Your primary residence.

Expatriates are eligible for Security services while in Your Host Country or when traveling outside of Your Home Country.

**We will only cover transportation costs if We have given Our prior approval or if those services are coordinated by Us.**

We have sole discretion in making the determination as to whether We will cover the cost of Emergency Medical Evacuations. Our decision will be based on medical considerations, including the opinions of the treating physicians, UnitedHealthcare Global Physician Advisors and Our medical director with respect to Your condition and ability to travel. We will determine the appropriate method, destination, and timing of any evacuation. The destination will be the nearest facility capable of providing appropriate care, as determined by Us.

We have sole discretion in making the coverage determination for Medical Repatriation. Our determination will be based on Your need for continuing medical care. We may limit Medical Evacuation, Repatriation and related services upon reasonable notice to Client in the event of an epidemic. Limitations may involve geographies, covered services, etc. In the event of any limitation, UHCG shall provide as much advanced written notice as possible.

We reserve the right to determine, at Our sole discretion, the need for a security evacuation and the means, method, timing, and destination of that security evacuation. Our security personnel will consult with relevant governments, security analysts, and the sponsor of Your UnitedHealthcare Global program. At a minimum, Our program will adhere to any announcement made by Your Home or Host Country ordering the departure of personnel in the event a UnitedHealthcare Global Evacuation stage support notification has not been issued. The decision to travel is the sole responsibility of the traveler. If the Participant refuses a Security or Political Evacuation, We will not be liable for expenses incurred for evacuation occurring after the date for which the original Security or Political Evacuation is scheduled by UnitedHealthcare Global.

Our obligation to pay for Your Security and/or Political Evacuation will be limited to a maximum of \$100,000 USD per person per Emergency Security Situation. Eligible expenses include Transportation to Departure Point to a maximum limit of \$1,500 per person per Security or Political Evacuation, reasonable costs for food and accommodations at the assembly point, and, if required, costs to protect Your safety while assembled or during evacuation. You will be responsible for all transportation and living expenses while at the safe haven.

In the event We are arranging transportation by commercial air and You hold an original return airline ticket, We may use that ticket and are only responsible for any applicable change fees.

We are not responsible for the availability, timing, quality, results of, or failure to provide any medical, security, legal or other care or service caused by conditions beyond Our control. This includes Your failure to obtain care or service or where the rendering of such care or service is prohibited by U.S. law, local laws, or regulatory agencies.

Your legal representative shall have the right to act for You and on Your behalf if You are incapacitated or deceased.

We shall not be responsible for any assistance, costs, or expenses arising from:

1. Hospital or medical expenses of any kind or nature unless those expenses are part of the Emergency Medical Evacuation or Medical Repatriation.
2. Your traveling against the advice of a physician or traveling for the purpose of obtaining medical treatment.
3. Taking part in military or police service operations.
4. The commission of, or attempt to commit, an unlawful act.
5. Pregnancies except in the case of a major, vital complication during the first two trimesters of pregnancy which presents a clear and significant risk of death or imminent serious injury or harm to the mother or fetus.
6. Initial transportation to local facilities, including ground ambulance fees.
7. Mountaineering or rock climbing necessitating the use of guides or ropes, spelunking, skydiving, parachuting, ballooning, hang gliding, deep sea diving utilizing hard helmet with air hose attachment, racing of any kind other than on foot, bungee jumping, operating a vehicle when not properly licensed, or

- participating in organized sports undertaken on a professional or sponsored basis unless otherwise agreed in writing by Us prior to Your Enrollment Period.
8. Incidental expenses, including but not limited to accommodations, local transportation, meals, and telecommunication charges.
  9. Subsequent Medical Evacuations for the same or related medical condition, regardless of location.
  10. Failure to properly procure or maintain immigration, work, residence or similar type visas, permits or documents.
  11. Security or Political Evacuations from Your Home Country.
  12. Security or Political Evacuations when the Emergency Security Situation precedes Your arrival in the Host Country, or when the Evacuate stage support notification issued by UnitedHealthcare Global has been posted for a period of more than 5 days (120 hours).
  13. Security or Political Evacuation assistance directly or indirectly related to a Natural Disaster.
  14. Medical Evacuation assistance directly or indirectly related to a Natural Disaster that precedes Your arrival.
  15. Any Evacuation or Repatriation that requires a Participant to be transported in a biohazard-isolation unit.
  16. The actual or threatened use or release of any nuclear, chemical or biological weapon or device, or exposure to nuclear reaction or radiation, regardless of contributory cause.

## REIMBURSEMENT TO UNITEDHEALTHCARE GLOBAL AND RIGHTS OF SUBROGATION

You or a responsible party on Your behalf shall either pay the cost of medical care and treatment, including hospital expenses directly or shall reimburse Us upon demand for all such costs and expenses which may be imposed upon Us by health care providers for the cost of medical care and treatment, including hospital expenses, or related assistance services either authorized by You or deemed to be advisable and necessary by Us under urgent medical circumstances, to the extent that such expenses are not Our responsibility. Such reimbursement shall be without regard to the specific terms, conditions, or limitations of any insurance policies or benefits available to You.

We shall be fully and completely subrogated to Your rights against parties who may be liable for the payment of, or a contribution toward the payment of, the costs and expenses of assistance services provided by Us or medical care and treatment, including hospital expenses, in the event that We pay or contribute to the payment of them. You must assign to Us any and all rights of recovery under any such insurance plans, including any occupational benefit plan, health insurance, or other insurance plan or public assistance program, up to the sum of any payments by Us.

\* 24-Hour Health Information may be provided by Optum® NurseLine.



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