



Global Assistance Program
with Accident and Illness Medical Insurance Coverage
Washington State University

Welcome to On Call International! This plan provides all the services and benefits you need to prepare for your travel as well as to help you with any problems you encounter while you are away from home.



Before you depart...

- Contact On Call with any pre-travel health or security questions
- Closely review your full plan description; you can learn more about how to utilize your plan by visiting: <https://mysearchlightportal.com> // Searchlight Group ID: 100061CPPD16
- Save On Call Contact information in your mobile phone or print and carry your Plan ID card

While abroad...

- You can contact the On Call International Global Response Center from anywhere in the world to reach an assistance coordinator who is ready to help you with your crisis, no matter how big or small.

Plan ID Card:

 <p>Global Assistance & Insurance Program</p> <hr/> <table><tr><td>Organization Name</td><td>Policy Number</td></tr><tr><td>Washington State University</td><td>G600133</td></tr></table> <p>Plan Type</p> <ul style="list-style-type: none">▪ Medical, Travel and Security Assistance▪ Accident and Illness Medical Insurance▪ Travel Benefits	Organization Name	Policy Number	Washington State University	G600133	<p>If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day:</p> <table><tr><td>Collect from anywhere in the world: +1 603-952-2034 Call toll free from US or Canada 1-855-257-4627</td><td>Email: mail@oncallinternational.com Text Only Number: 603-945-0103</td></tr></table> <p>Global Assistance Services must be paid and arranged by On Call; no claims for reimbursement of transportation will be considered.</p> <p>See your Plan Description for full terms and conditions of the services and benefits offered in your plan.</p> <p>https:// mysearchlightportal.com Searchlight Group ID: 100061CPPD16</p> 	Collect from anywhere in the world: +1 603-952-2034 Call toll free from US or Canada 1-855-257-4627	Email: mail@oncallinternational.com Text Only Number: 603-945-0103
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Helpful Information

- ✓ If you have access to a land line, ask the operator to connect you to On Call and reverse the charges, On Call accepts all collect calls
- ✓ If you are utilizing a mobile phone and have any issues making an international call, you can email the Global Response Center as an alternative to request assistance, or a return call.
- ✓ Contact On Call for payment and arrangement of all Services, certain services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.
- ✓ On Call is not a first responder, if you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 9-1-1 to get local response.

How can On Call International help?

Contact the Global Response Center if you experience a medical, personal, travel or safety related problem or crisis. Your organization has partnered with On Call to provide you with access to immediate support should you experience any challenges when you are traveling. On Call provides you with a resource experienced in navigating you through any crisis and making sure you can continue your travels, or get home safely. On Call assists during critical emergencies like illness or injury that may require an evacuation to a location with appropriate care, or a threat to your safety due to a political or natural disaster event. On Call also assists with smaller problems you may not realize you have a resource for. Review a full listing of services on the following pages.

If you are, or will be, hospitalized following an accident or illness that occurs while traveling, contact the On Call Global Response Center as soon as possible. On Call will make arrangements to pay your medical expenses and monitor your care. In the event the medical facility you are in is not adequate to treat you, On Call will pay and arrange for your medically supervised evacuation to the closest appropriate facility.

Inpatient medical expenses should be pre-certified by On Call however, if you are unable to contact On Call while you are hospitalized and you self-pay your inpatient medical expenses, you can submit a claim. Along with your completed claim form, an explanation of the emergency and what prevented you from notifying On Call should be included.

If you need an outpatient medical appointment for an accident or illness, you can contact the On Call Global Response Center to make an appointment and arrange payment of your medical expenses prior to your visit, this means no out of pocket expenses for you. There is no specific network so if you choose to make your own appointment and self-pay the medical expenses; you can submit a claim for reimbursement consideration.

In the event of a political or natural disaster event which threatens your safety, contact On Call immediately, you will be connected to a security professional that will provide immediate advice to maintain safety and then assess your situation to determine appropriate next steps.

Contacts:

24/7 Global Response Center for assistance:

Collect from anywhere in the world: **+1-603-952-2034**

Call toll free from US or Canada: **1-855-257-4627**

Email: mail@oncallinternational.com

Text Only: 603-945-0103

Customer Service for Benefit Questions (M-F 9AM – 5PM):

Call toll free from US or Canada: **855-878-9590**

Email: Contact@oncallinternational.com

Submit Claims to:

claims@oncallinternational.com

Claim forms can be downloaded here:

<https://mysearchlightportal.com>

Washington State University Searchlight Group ID: **100061CPPD16**

These are your Services and Benefits. Full terms, conditions and exclusions to coverage apply; review the full plan description carefully.

Contact On Call for payment and arrangement of all Services, certain services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.

MEDICAL BENEFITS	Limits are per Covered Person
Period of Coverage Maximum Benefits	\$500,000
Maximum Benefit per Injury or Sickness	\$500,000
Physician Office Visits	Reasonable Expenses
Hospital and Other Services	Reasonable Expenses
Emergency Room and Outpatient Surgical Facilities Services	Reasonable Expenses
Benefits listed below are subject to the Period of Coverage Maximum and the Maximums per Injury and Sickness. Please see the Certificate of Coverage, Section 3, for detailed descriptions of the benefits listed below.	
Pregnancy	Reasonable Expenses
Mental, Emotional or Functional Nervous Disorders	Benefits are payable at the same rate as for Physical Illness, subject to the limitations stated in the Schedule of Benefits: Mental illness shall be limited to those disorders identified in the most recent edition of the International Classification of Diseases of the Diagnostic and Statistical Manual of the American Psychiatric Association.
Chemical Dependency	Coverage for Medically Necessary treatment and supporting services for a Covered Person in an approved chemical dependency treatment program. The benefit is limited to \$15,500. These limits do not apply to Medically Necessary detoxification provided in a Hospital unless the Covered person is currently enrolled in a chemical dependency treatment program.
Treatment of specified therapies, including acupuncture and Physiotherapy	Reasonable Expenses up to \$10,000 Maximum combined total for Inpatient and Outpatient care, up to 30 days immediately following the attending Physician's release for rehabilitation following a covered Hospital confinement or surgery per Period of Coverage
Therapeutic termination of pregnancy	Reasonable Expenses up to \$500 maximum per Period of Coverage
Elective termination of pregnancy	Reasonable Expenses up to \$300 maximum per Period of Coverage
Routine nursery care of a newborn child of a covered pregnancy	Reasonable Expenses up to \$500 maximum per Period of Coverage
Annual cervical cytology screening	Reasonable Expenses
Mammography screening when screening for occult breast cancer is recommended by a Physician	Reasonable Expenses
Prostate screening tests	Reasonable Expenses
Dental Anesthesia	Reasonable Expenses
Breast Reconstruction due to Mastectomy	Reasonable Expenses
Low Protein Modified Food Products	Reasonable Expenses
Dental Care for an Accidental Injury	Reasonable Expenses up to \$2,500 maximum per Period of Coverage maximum
Outpatient prescription drugs including oral contraceptives	Reasonable Expenses
Diabetic Supplies/Education	Reasonable Expenses

GLOBAL ASSISTANCE BENEFITS	Limits are per Covered Person
Medical Evacuation	Maximum Lifetime Benefit for all Evacuations up to \$200,000
Bedside Visit	Up to a maximum benefit of \$20,000 for the cost of one economy round-trip air fare ticket to, and the hotel accommodations in the place of the Hospital Confinement for one (1) person
Repatriation of Remains	Maximum Benefit up to \$50,000
Political and Natural Disaster Evacuation	Maximum Benefit up to \$100,000
Return to Home or Alternate Study Location following PND evacuation	Maximum Benefit up to \$5,000 includes food/lodging in Safe Haven up to \$150 per day for a maximum of three days
24 Hour Medical, Travel and Security Assistance	Unlimited access to assistance services including pre-trip advice, medical referrals, medical monitoring, location of lost luggage or travel documentation, legal consultation and referral and interpreter assistance
Bereavement Reunion	Maximum Benefit up to \$5,000
Return Home due to family member death or illness	Maximum Benefit up to \$5,000
Return Home due to Felonious Assault	Maximum Benefit up to \$5,000
Visit of Family / Friend due to Felonious Assault	Maximum Benefit up to \$5,000
Other Coverages	Limits are per Covered Person
Accidental Death & Dismemberment	Maximum Benefit: Principal Sum-Eligible Participant: up to \$10,000 Partner: up to \$5,000 Child: up to \$1,000

You also have access to the following assistance services, there are no monetary benefits associated with these services:

Medical Assistance	Travel & Security Assistance
Pre-Trip Planning	Pre-Trip Information & Active Travel Advice
Medical , Dental and Pharmacy Referrals	Translator and Interpreter Assistance
Medical Monitoring	Emergency Travel Funds Assistance
24 Hour Nurse Help Line	Legal Consultation and Referral
Dispatch of Medicine	Lost/Stolen Document Replacement
Coordination of Benefits	Emergency Message Forwarding

This is a brief summary of coverage for insured participants covered under Policy Number G600133. This is not a contract of insurance. Coverage is governed by an insurance policy issued to Washington State University. The policy is underwritten by International Insurance Co. of Hannover Ltd. Complete information on the insurance is contained in the Certificate of Insurance on file with Washington State University. If there is a difference between this program description and the certificate wording, the certificate controls.