

# The University Of Texas System Foreign Coverage Quick Reference Sheet

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**In the Event of an Emergency, Always Call SOS First**

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| <b>Program:</b>                           | <b>International SOS</b> (Comprehensive Service Program)  | <b>UT Select</b> (Group Health Program)   |
| <b>Phone Number(s):</b>                   | <p><b>Call to Region Closest to Covered Individual Location</b><br/> <b>Philadelphia: +1-215-942-8226</b><br/> <b>London: +44-20-8762-8008</b><br/> <b>Singapore: +65-6338-7800</b></p>   | <p><b>World Access Number:</b><br/> <b>800-810-2583</b><br/> <b>Collect Call: 804-673-1177</b></p>  |
| <b>Account Number:</b>                    | #11BSGC000037   | Group Number: 071778  |
| <b>Emergency Evacuation:</b>              | Will arrange and pay reasonable and necessary expenses for emergency evacuation to the nearest hospital where appropriate medical care is available; Limits: \$1,000,000 per Covered Individual per Intervention  | N/A   |
| <b>Medically Supervised Repatriation:</b> | Will arrange and pay the ordinary and necessary expenses to transport to the nearest center of medical excellence near the Covered Individual's residence in his/her home country if deemed medically necessary; Limit: \$1,000,000 per Covered Individual per Intervention | BlueCard Worldwide® offers: Provider location, referral information, medical monitoring, wire transfers/overseas mailing, translation, coverage confirmation, currency conversion. Limited reimbursement for medical repatriation subject to a maximum of \$2,000.  |
| <b>Repatriation of Mortal Remains:</b>    | Will make all necessary arrangements for the return of the remains or arrange for local burial; Limit: \$1,000,000 per Covered Individual per Intervention  | No repatriation benefits for a deceased person under UT SELECT.   |
| <b>Medical Advice:</b>                    | Will arrange medical advice over the telephone  | Will assist Covered Individual in directing the type of care Covered Individual may require.  |
| <b>Travel Health Information:</b>         | Provide up-to-date travel health information, and provide written reports through the internet portal at <a href="http://www.internationalsos.com">www.internationalsos.com</a>   | Travel health information provided by calling World Access number above or going to <a href="http://www.bcbs.com">www.bcbs.com</a> . Click on Health Care Coverage, and then click on BlueCard link. Look for information pertaining to traveling outside the United States.  |
| <b>Doctor Referrals:</b>                  | Provide name, contact information, and office hours for requested medical providers in Covered Individual's destination (physician, dentist, hospital/clinic)   | Provide name, contact information, and office hours for medical providers in insured's destination (physician, dentist, and hospital/clinic) will be provided and if requested, an appointment will be arranged.  |
| <b>Case Monitoring:</b>                   | Assist with hospital admission, monitor patient's condition regularly, assist patient with discharge issues, etc.   | N/A   |
| <b>Claims Coordination:</b>               | Assist Covered Individuals in obtaining necessary documentation for medical insurance claims involving SOS services.  | If Covered Individuals are treated at a BlueCard Worldwide provider, the claim will be filed by the provider. Covered Individuals are responsible for paying non-BlueCard Worldwide providers, hospitals or clinics at the time of service and are required to complete an international claim form and send it with any bill(s) to the BlueCard® Access Service Center. The claim form is available online at <a href="http://www.bcbstx.com/ut">www.bcbstx.com/ut</a> . |

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| <b>Medication &amp; Medical Records/Medical Supplies:</b> | Arrange for the shipment of the Covered Individual's prescription medication/medical supplies if this cannot be obtained locally; arrange to have a traveler's Medical Records shipped to the Treating Physician; arranges for the medical records to be shipped to the person's Home Physician.   | <p><b><u>PRESCRIPTION UT SELECT</u></b><br/> <b>Service: 1-800-818-0155</b><br/> <b>Number: UTSYSRX</b></p> <p>Covered Individuals pay for the total expense of a medication out of pocket, and then submit receipts to Medco for processing. Medications received while hospitalized should be billed to BCBS. The claim form and receipt should include all the Covered Individual and patient information, along with the drug information, currency used and country of purchase.</p>    |
|   |  | <p><b><u>UT DENTAL SELECT</u></b><br/> <b>Customer Service: 1-800-893-3582</b><br/> <b>Group Number: 44-05968</b></p> <p>Covered Individuals pay for the dental service, complete a dental claim form and attach a copy of the itemized bill to submit to Delta Dental or OEB. The bill must be translated to English and the charges must be converted to U.S. currency. Injury to sound natural teeth will be covered under the UT SELECT medical plan, not the UT SELECT dental plan.</p> |
| <b>Emergency Security Evacuation:</b>                     | Arrangements will be made on a best effort basis to evacuate the Covered Individuals to the nearest safe & acceptable location; if evacuation is impractical due to local hostile or dangerous conditions, SOS will use resources to maintain contact with the Covered Individual until evacuation becomes practical; Limit: \$100,000 per Covered Individual per Intervention | N/A  |
| <b>Emergency Messaging &amp; Translation Services:</b>    | Provides emergency message storage, relay and translation services   | N/A  |
| <b>Legal Referrals:</b>                                   | Provide legal referrals to help Covered Individuals locate and meet with a legal practitioner or attorney within the area where the Covered Individual is located.   | N//A   |
| <b>Lost Luggage &amp; Document Assistance:</b>            | Assist Covered Individuals who have lost travel documents (passport, credit cards) by providing instructions for recovery or replacement   | N/A  |
| <b>Emergency Cash:</b>                                    | Provide an emergency cash advance subject to the securing of funds from the Covered Individual or family   | N/A  |
| <b>Travel Security Information:</b>                       | Telephone access for up-to-date security and safety alert information  | N/A  |
| <b>SOS Crisis Center:</b>                                 | Established as needed to provide 24-hour local telephone hotline and to establish contact with Covered Individuals   | N/A  |
| <b>Other Security Services:</b>                           | Referrals can be provided for VIP escort, security drivers & armored vehicles, security training & related services  | N/A  |
| <b>Companion Travel:</b>                                  | Allows for economy round trip airfare to bring a person chosen by the Covered Individual to join them if a medical emergency arises  | N/A  |

- Notes:**
1. International Workers' Compensation coverage is provided by Chartis and UT System's Self Insurance WCI Plan.
  2. Covered Individual for SOS is defined as an employee, volunteer, student, and, **if enrolled**, immediate family or traveling companion.
  3. Services are comprehensive; however additional costs or fees may apply to the individual depending upon circumstances.
  4. This is a representation only of major services and coverage. Certain limitations and restrictions may apply.