

## The University of Texas System Foreign Coverage Quick Reference Sheet for Employees Traveling on University Business

PROGRAM	On Call International	UT SELECT Medical or UT CONNECT Medical
<b>CONTACT INFORMATION</b>	<p style="text-align: center;"><b>24/7 Assistance:</b> +1 978-651-9722 (UT's dedicated Line) Live Chat: <a href="http://www.oncallinternational.com/chat/direct">www.oncallinternational.com/chat/direct</a> mail@oncallinternational.com</p> <p style="text-align: center;"><b>Customer Service:</b> 1-833-328-1091</p>	<p><b>World Access Number (800) 810-2583</b> <b>Collect Call (804) 673-1177</b> <b>BCBSTX Customer Service (866) 882-2034</b></p>
<b>ACCOUNT NUMBER</b>	Group ID (needed only to access portal) 100143CPPD21 Policy # G210430	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; Limit: up to \$1,000,000 of the Covered Expenses.	Not available through UT SELECT Medical. Other provisions may be available through your Basic Life insurance coverage. See <b>Travel Resource Services*</b> for additional information.
<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: up to \$1,000,000 of the Covered Expenses.	Limited reimbursement for medical repatriation subject to a maximum of \$2,000 available through UT SELECT Medical. Additional benefits may be available through your Basic Life insurance coverage. See <b>Travel Resource Services*</b> for additional information.
<b>REPATRIATION OF MORTAL REMAINS</b>	Will make all necessary arrangements for the return of the remains or arrange for local burial; Limit: up to \$100,000 of the Covered Expenses.	Not available through UT SELECT Medical. Other provisions may be available through your Basic Life insurance coverage. See <b>Travel Resource Services*</b> for additional information.
<b>MEDICAL ADVICE</b>	Will monitor medical care provided.	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="https://myoncallportal.com/">https://myoncallportal.com/</a> Group ID: 100143CPPD21	Travel health information provided by calling World Access number above or going to <a href="http://www.bcbsglobalcore.com">www.bcbsglobalcore.com</a> and entering "UTS."
<b>DOCTOR REFERRALS</b>	Provide name, contact information, and office hours for requested medical providers in Covered Individual's destination (physician, dentist, hospital/clinic). Can arrange immediate recommendations and referrals.	Trained personnel can help make immediate recommendations and referrals as required.
<b>CASE MONITORING</b>	Assist with hospital admission, monitor patient's condition regularly, assist patient with discharge issues, etc.	Not available through UT SELECT Medical. Other provisions may be available through your Basic Life insurance coverage. See <b>Travel Resource Services*</b> for additional information.

\*[www.bcbstx.com/ancillary-ut/additional-services/travel-resource-services](http://www.bcbstx.com/ancillary-ut/additional-services/travel-resource-services)

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<b>CLAIMS COORDINATION</b>	Provide guarantees of payment to local hospital/clinics as needed. Assist Covered Individuals in obtaining necessary documentation for medical insurance claims involving On Call coordinated services.	Employees on official international travel who experience medical needs should call On Call International first. BCBSTX has agreed to a direct billing arrangement with On Call where they pay case fees and do not charge copays or deductibles regardless of in- or out- of network if care is medically emergent/necessary and otherwise covered. (Please note, this does not include routine medical procedures.) If On Call International is not called first, or for non-emergent treatment, 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> .
<b>PRESCRIPTION MEDICATION</b>	Coordination of appointment with local physician to provide new or replacement prescription.	<b>UT SELECT PRESCRIPTION Service 1 (800) 818-0155</b> <b>Number: UTSYSRX</b> Covered Individuals pay for the total expense of a medication out of pocket, and then submit receipts to Express Scripts, Inc. 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.
<b>DENTAL COVERAGE</b>	Will provide referrals for emergency dental care.	<b>UT SELECT DENTAL Customer Service 1 (800) 893-3582</b> <b>Group Number: 44-05968</b> 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.
<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, On Call will use resources to maintain contact with the Covered Individual until evacuation becomes practical; Limit: \$100,000 per Covered Individual per Occurrence	N/A
<b>EMERGENCY MESSAGING &amp; TRANSLATION SERVICES</b>	Provide 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.	Not available through UT SELECT Medical. Other provisions may be available through your Basic Life insurance coverage. See <b>Travel Resource Services*</b> for additional information.
<b>LOST DOCUMENT ASSISTANCE</b>	Assist Covered Individuals who have lost travel documents (passport, credit cards) by providing instructions for recovery or replacement. Benefit for Lost Documents, Equipment or Money may apply up to \$1,000.	N/A
<b>EMERGENCY CASH</b>	Provide an emergency cash advance subject to the securing of funds from the	Not available through UT SELECT Medical. Other provisions may be

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	Covered Individual or family. Benefit for Lost Documents, Equipment or Money may apply up to \$1,000.	available through your Basic Life insurance coverage. See <b>Travel Resource Services*</b> .
<b>TRAVEL SECURITY INFORMATION</b>	24/7 telephone access for up-to-date security and safety alert information, plus, email alerts and free online security reports.	
<b>OPERATIONS AND CRISIS CENTER</b>	24/7 operations center with UT-dedicated line available; 24-hour local telephone hotline established as needed for crisis in impact area.	
<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 family member chosen by the Covered Individual to join them if a medical emergency arises. Limit: Up to \$12,500. Additional benefits for emergency travel arrangements may apply up to \$5,000	Not available through UT SELECT Medical. Other provisions may be available through your Basic Life insurance coverage. See <b>Travel Resource Services*</b> .

## NOTES

1. Foreign Voluntary (i.e., International) Workers' Compensation coverage is provided by AIG and UT System's Self Insurance WCI Plan. All claims must be independently investigated by AIG before compensability is confirmed. Employees have the option to file claims for consideration.
2. Services are comprehensive; however additional costs or fees may apply to the individual depending upon circumstances.
3. This is a representation only of major services and coverage. Certain limitations and restrictions may apply.
4. The Office of Risk Management recommends that travel companions accompanying UT employees on University business purchase individual insurance. On Call does not offer a personal membership. On Call is part of a group of companies that includes [WorldTrips](#), which offers personal travel insurance with comprehensive coverage. On Call is the assistance provider embedded in these policies.
5. Employees traveling personally have access to complimentary assistance services provided by Assist America through their life insurance enrollment **IF** they did not opt out of coverage (no purchase beyond provided initial benefit amount required). Employees who opted out of UT SELECT or UT CONNECT coverage (and any other employees wishing to do so) may purchase a personal travel insurance policy using the above instructions.

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