

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
CONTACT INFORMATION	<p style="text-align: center;">24/7 Assistance: +1 978-651-9722 (UT's dedicated Line) Live Chat: www.oncallinternational.com/chat/direct mail@oncallinternational.com</p> <p style="text-align: center;">Customer Service: 1-833-328-1091</p>	<p>World Access Number (800) 810-2583 Collect Call (804) 673-1177 BCBSTX Customer Service (866) 882-2034</p>
ACCOUNT NUMBER	Group ID (needed only to access portal) 100143CPPD21 Policy # INT06884	Group Number: 071778
EMERGENCY EVACUATION	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 Travel Resource Services* for additional information.
MEDICALLY SUPERVISED REPATRIATION	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 Travel Resource Services* for additional information.
REPATRIATION OF MORTAL REMAINS	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 Travel Resource Services* for additional information.
MEDICAL ADVICE	Will monitor medical care provided.	Will assist Covered Individual in directing the type of care Covered Individual may require.
TRAVEL HEALTH INFORMATION	Provide up-to-date travel health information and provide written reports through the internet portal at https://myoncallportal.com/ Group ID: 100143CPPD21	Travel health information provided by calling World Access number above or going to www.bcbsglobalcore.com and entering "UTS."
DOCTOR REFERRALS	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.
CASE MONITORING	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 Travel Resource Services* for additional information.

*www.bcbstx.com/ancillary-ut/additional-services/travel-resource-services

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CLAIMS COORDINATION	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 www.bcbstx.com/ut .
PRESCRIPTION MEDICATION	Coordination of appointment with local physician to provide new or replacement prescription.	UT SELECT PRESCRIPTION Service 1 (800) 818-0155 Number: UTSYSRX 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.
DENTAL COVERAGE	Will provide referrals for emergency dental care.	UT SELECT DENTAL Customer Service 1 (800) 893-3582 Group Number: 44-05968 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.
EMERGENCY SECURITY EVACUATION	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
EMERGENCY MESSAGING & TRANSLATION SERVICES	Provide emergency message storage, relay, and translation services.	N/A
LEGAL REFERRALS	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 Travel Resource Services* for additional information.
LOST DOCUMENT ASSISTANCE	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
EMERGENCY CASH	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 Travel Resource Services* .
TRAVEL SECURITY INFORMATION	24/7 telephone access for up-to-date security and safety alert information, plus, email alerts and free online security reports.	
OPERATIONS AND CRISIS CENTER	24/7 operations center with UT-dedicated line available; 24-hour local telephone hotline established as needed for crisis in impact area.	
OTHER SECURITY SERVICES	Referrals can be provided for VIP escort, security drivers & armored vehicles, security training & related services.	N/A
COMPANION TRAVEL	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 Travel Resource Services* .

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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