

OFFICE OF CAREER SERVICES

INSURANCE FOR INTERNATIONAL TRAVEL

SIPA students who plan on taking an internship abroad over the summer must clarify the insurance assistance policy for overseas travel with their insurance provider. SIPA students who are enrolled in the Columbia Student Medical Insurance Plan are entitled to **Worldwide Medical Information and Assistance** through **On Call International**.

Travel Assistance and Medical Evacuations

One of the most significant benefits available through the Columbia Student Medical Insurance Plan is the Worldwide Emergency Travel Assistance (WETA) Services offered through On Call International and underwritten by Aetna Student Health. The program is offered at **no additional charge** in both the Basic and Comprehensive Levels of the Plan. The Medical Evacuation and Repatriation (MER) service provides medical evacuation and travel assistance to those covered by the Columbia Student Medical Insurance Plan when they are travelling at least 100 miles from their permanent address.

On Call International can be reached 24 hours a day, 365 days a year. Services included in the coverage are:

- Access to the 24/7 Nurse Helpline which allows you to speak to a licensed nurse counselor about minor injuries, symptoms, or general health and wellbeing
- Referrals to area hospitals or physicians
- Monitoring of medical care
- Assistance with payment of medical bills
- Coordination and payment of emergency transportation to the facility of your choice up to a benefit maximum of \$100,000
- Travel assistance services including translation assistance, worldwide legal referrals, emergency travel funds assistance, and more.

On Call pays for all of the benefits and services it provides. To be covered, all services must be arranged for and provided by On Call International. **To access any travel benefits, the covered person or a representative must call and inform On Call International of all intended travel outside the United States prior to incurring any expenses.**

If you have an Aetna Student Health plan that includes Emergency Travel Assistance Services, available through On Call International, remember the 3C's of obtaining assistance.

- Carry your Aetna Student Health/On Call International card at all times when traveling (see sample attached).
- Call the phone numbers on the front of your ID card for assistance while traveling.
- Coordinate all services through On Call International.

SAMPLE CARD



Congratulations! You are now protected by On Call International's worldwide medical information and assistance services whenever you travel more than 100 miles away from home or campus. One simple phone call connects you to an array of powerful resources, including:

- Unlimited Medical Evacuation Services
- Unlimited Medically Supervised Repatriations
- Hospital Admission Arrangements
- 24/7 Travel Arrangement Services
- Interpreter, Counseling and Legal Referrals

WORLDWIDE MEDICAL INFORMATION AND ASSISTANCE

If you require medical assistance and are more than 100 miles from home or campus, call the On Call Operation Center at:

866-525-1956	603-328-1956
Within the United States	Outside the United States

The holder of this card is a member of On Call International and is entitled to its medical and personal services. This is not a medical insurance card. All services must be provided by On Call. No claims for reimbursement will be accepted.

For more detailed information about On Call's services visit:
www.oncallinternational.com

This is not your health insurance ID card.

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For further information please contact:

Health Services at Columbia University at **212-854-2284** or visit health.columbia.edu/insurance.