

GLOBAL EMERGENCY SERVICES

PROVIDED BY

Scholastic Emergency Services
an assist america® partner



PacificSource Student policyholders traveling more than 100 miles from home or campus, or studying abroad have access to a global emergency assistance program provided by Scholastic Emergency Services (SES). This program immediately connects students to doctors, hospitals, pharmacies and other services if they experience a medical or travel emergency while away from home with no financial caps or limits on services provided.

One simple phone call to SES will connect you to:

- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers



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MEDICAL EMERGENCY SERVICES



Medical Consultation, Evaluation & Referral

Calls to SES' Operations Center are evaluated by multilingual, emergency-certified personnel and referred to qualified healthcare facilities.



Foreign Hospital Admission Assistance

SES fosters prompt hospital admission outside the United States by validating the member's health coverage or by advancing funds to the hospital as needed. Funds must be reimbursed within 45 days.



Emergency Medical Evacuation

If adequate medical facilities are not available locally, SES will arrange and pay for whatever mode of transport, equipment and personnel necessary to evacuate a member to the nearest facility capable of providing a high standard of care.



Medical Monitoring

SES' medical personnel will maintain regular communication with the member's attending physician and/or hospital and relay information to the family, as appropriate.



Medical Repatriation

If a member still requires medical assistance upon being discharged from a hospital, SES will arrange and pay for the member to be transported home or to a rehabilitation facility, with a medical or non-medical escort, as necessary.



Prescription Assistance

If a member needs a replacement prescription while traveling, SES will help in filling that prescription. SES is not responsible for the cost of the prescription.

TRAVEL ASSISTANCE SERVICES



Care of Minor Children

SES will arrange for the care of enrolled children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.



Compassionate Visit

If a member is traveling alone and will be hospitalized for more than seven days, SES will arrange and pay for economy, common carrier, round-trip transportation to the place of hospitalization for a designated family member or friend.



Return of Mortal Remains

SES will arrange and pay for the logistics of returning a member's remains home in the event of his or her death during travel.

Other non-medical emergency assistance services include:



Return of Vehicle



Lost Luggage & Document Assistance



Legal & Interpreter Referrals



Emergency Message Transmission



Emergency Trauma Counseling



Bail Bond & Emergency Cash Coordination



Pre-trip Information



Please cut and fold card. Carry with you at all times.

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Reference Number: 01-SES-PSH-08153

If you require assistance and are more than 100 miles from your permanent residence, U.S. campus address or in another country, call SES' Operations Center at:

1-877-488-9833 (Toll Free - inside USA)

+1-609-452-8570 (Outside USA)

Or email at:

medservices@assistamerica.com

Attention: This card is not a medical insurance card. All services must be arranged by SES. No claims for reimbursement will be accepted. The holder of this card is enrolled in the SES program and is entitled to its medical and personal services.

Please provide the following information when you call:

- Your name, telephone number and relationship to the patient
- Patient's name, age, gender, school and reference number
- Name, location and telephone number of hospital or treating doctor if applicable



DOWNLOAD THE MOBILE APP

Access a wide range of global emergency assistance services from your phone by downloading the Assist America Mobile App for iPhone and Android.

 **TAP FOR HELP**
One-touch call to SES' 24/7 Operations Center

 **VOICE OVER INTERNET PROTOCOLS**
Avoid international phone charges by calling SES for free using a Wi-Fi connection

 **PRE-TRIP INFORMATION**
Access detailed country-specific information to prepare your trip

 **TRAVEL ALERTS**
Receive alerts on urgent global situations that may impact travel

 **TRAVEL-STATUS INDICATOR**
A GPS feature letting you know when you are eligible for services

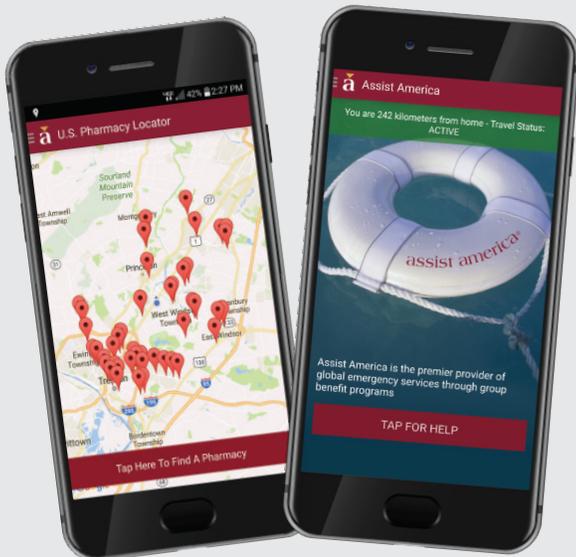
 **EMBASSY & U.S. PHARMACY LOCATOR**
Locate the nearest embassy /consulate of 23 countries and pharmacies near you (U.S. pharmacies only)

 **MOBILE ID CARDS**
Your SES ID card is conveniently stored within the app

 **AVAILABLE IN 7 LANGUAGES**
The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French

Enter your SES Reference Number to set up the App:

01-SES-PSH-08153



ELIGIBILITY

Domestic students:

Domestic students and their declared spouse and dependent child(ren) are eligible for services when they are traveling more than 100 miles away from their permanent residence, U.S. campus address or while participating in a study abroad program.*

International Programs:

International students and declared spouse and dependent child(ren) are eligible to receive services at and away from their campus location.*

In order to access services provided by Scholastic Emergency Services, you must also be enrolled in the PacificSource insurance plan. Dependents are only eligible if also eligible on your insurance plan.

CONDITIONS

SES will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Injuries resulting from attempted suicide
- Injuries resulting from the use of drugs unless prescribed by a doctor
- Commission of unlawful act(s)
- Transfer of a student from one medical facility to another medical facility of similar capabilities and providing a similar level of care

SES will not evacuate or repatriate a student:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the student from continuing his/her trip or returning home
- With a pregnancy beyond the end of the 28th week
- With mental or nervous disorders, unless hospitalized

Exclusions:

- Students that are not enrolled in an accredited academic institution
- Domestic students at their home or school campus as not considered in travel status (medical repatriation and return of mortal remains services are available from the school campus regardless of the travel status)

While assistance services are available worldwide, transportation response time is directly related to the location/ jurisdiction where an event occurs. SES is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of SES.