FrontierMEDEX Coverage Through
The Office of Student Health Benefits

What is FrontierMEDEX and why does the Office of Student Health Benefits offer it?

People often feel concerned for their health and wellness when traveling overseas or even a long distance from home. How would you handle the situation if either you or a family member or colleague became ill or injured while traveling? Some may think to contact their parent or University department for help while others may contact their U.S. primary care doctor. But wouldn’t you find it comforting to know that wherever you are you could call upon a U.S. board-certified physician for help?

Because the University has a large number of students who travel worldwide on a regular basis, it was an easy decision to help students prepare for the unexpected by adding the FrontierMEDEX medical emergency and travel assistance program. And the easy part for you is that you are automatically enrolled in FrontierMEDEX at no additional cost when you enroll in the Student Health Benefit Plan, AHC Student Health Benefit Plan, Graduate Assistant Health Plan, or Resident/Fellow medical option.

The University selected FrontierMEDEX because they have been a leader in the international travel assistance industry since 1977. They’ve done that by holding to one simple purpose—to help travelers in need. FrontierMEDEX operates like an international 911. Whether it’s pre-travel advice or emergency medical and security evacuations, FrontierMEDEX ensures quality, consistency, and speed when it is needed most. If you need to contact FrontierMEDEX, you’ll find highly trained, multilingual coordinators who are equipped to help travelers with an extensive information and communications system designed to provide medical and travel-related assistance 24 hours a day, 365 days a year. The company, which operates from a centralized coordination center in Baltimore, Maryland, has worldwide coverage, global medical assistance expertise, and a network of 43,000 international providers. You can get help whether you are in Kathmandu or Keokuk, Paris or Pierre, Madrid or Madison. In other words, you don’t have to be outside of the United States to get help from FrontierMEDEX. Its services are available whenever you are 100 miles or more away from home.

When you need help, call the FrontierMEDEX emergency response center in Baltimore collect at 1-410-453-6330 or one of the toll-free, worldwide phone numbers listed on your member card for immediate assistance.

What Services does FrontierMEDEX provide?

FrontierMEDEX programs provide you and your family with 24-hour access to multilingual Assistance Coordinators who can immediately help with any type of travel-related emergency including:

- Medical assistance services
- Medical evacuation and repatriation services
- Global intelligence and security services
- Travel assistance services

This coverage is for any travel—school related or personal—when 100 miles or more from home. FrontierMEDEX can locate the appropriate care for you because it has a network of more than 43,000 providers worldwide that contains hospitals, clinics, and physicians along with other providers geared to travel assistance such as air ambulances and medical escorts. If medically necessary, you will be evacuated to the nearest appropriate facility. FrontierMEDEX can also help with non-medical problems including lost or stolen passports, translation services, or arranging evacuations due to a deteriorating security situation in the area.

FrontierMEDEX works closely with your claims administrator to coordinate the emergency medical assistance services with your medical health plan benefits.

Make sure you carry the FrontierMEDEX ID card with you when you travel along with your medical health plan card.
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Medical Assistance Services
• Worldwide Medical and Dental Referrals
• Monitoring of Treatment
• Facilitation of Hospital Payments
• Transfer of Insurance Information to Medical Providers
• Medication, Vaccine and Blood Transfers
• Dispatch of Doctors and Specialists
• Transfer of Medical Records
• Continuous Updates to Family, Employer and Home Physician
• Hotel Arrangements for Convalescence
• Replacement Corrective Lenses and Medical Devices

Travel Assistance Services
• Replacement of Lost or Stolen Travel Documents
• Emergency Travel Arrangements
• Transfer of Funds
• Legal Referrals
• Translation Services
• Message Transmittals
• Emergency Pet Housing and/or Pet Return

Medical Evacuation and Repatriation Services
• Emergency Medical Evacuations
• Transportation to Join a Hospitalized Member
• Return of Dependent Children
• Transportation After Stabilization
• Repatriation of Mortal Remains

Personal Security Services
• Political Evacuation Services
• Security Evacuation Services
• Transportation After Political or Security Evacuation

Worldwide Destination Intelligence
• Pre-Travel Information
• Travel and Health Information
• Real-Time Security Intelligence

What's Not Covered Under FrontierMEDEX?
The program does not cover the cost of hospital or medical expenses. These are still covered through your medical health plan subject to the usual terms and conditions of your medical health plan coverage for emergency and urgent care when you are out of the network.

For more information visit the Office of Student Health Benefits website at www.shb.umn.edu.