Emergency Travel Assistance Program

An Important Travel Benefit for University of Minnesota Students

None of us plan to become ill or injured; in fact, most of us work diligently to protect our health and safety. We exercise, we eat well, we fasten seat belts while driving, we lock doors, and we select our family physicians carefully. However, for the business or leisure traveler the security and comforts of home can seem a world away when illness or injury does occur. For family members, there is perhaps no more worrisome situation than a husband or wife, son or daughter, mother or father who is seriously ill or whose safety is in jeopardy far from home. At MEDEX, we understand those concerns. We bring a unique combination of experience, skill, care and empathy to ensure that your needs are met from the first call to our 24 hour Emergency Response Center to their safe return home.

University of Minnesota students and their dependents traveling 100 or more miles away from home and outside of their home country, have emergency medical, travel, and personal security assistance 24 hours a day, anywhere in the world, through MEDEX, a leading provider of international travel assistance services.

How to use the Travel Assistance Services

1. If you have a medical, travel or security related problem, call MEDEX. Printed on your ID card are the phone numbers for the worldwide MEDEX network. Call the toll-free number for the country you are in. If you are in a country not listed, call the Baltimore, Maryland, Emergency Response Center collect (1-410-453-6330).

2. If the condition is a medical emergency, you should immediately go to the nearest physician or hospital without delay and then contact MEDEX. If you are experiencing a security emergency, contact MEDEX as soon as possible.

3. A coordinator will ask for your name, the company's name and MEDEX ID number 11783 and a description of the situation.

4. MEDEX will deliver assistance to meet your needs. A trained assistance coordinator will gladly coordinate and deliver the quality assistance services necessary.

For a list of services that you have immediate access to through your MEDEX Emergency Travel Assistance Program, please refer to the reverse side of this document.
Medical Assistance Services

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payments (actual charges are the responsibility of the member)
- Transfer of Insurance Information to Medical Providers
- Coordination of Medication, Vaccine and Blood Transfers
- Assist in the Replacement of Corrective Lenses and Medical Devices (actual charges are the responsibility of the member)
- Dispatch of Doctors and Specialists
- Transfer of Medical Records
- Continuous Updates to Family, Employer and Home Physician
- Hotel Arrangements for Convalescence

Medical Evacuation & Repatriation Services – Coordination and Cost

- Emergency Medical Evacuations
- Transportation to Join a Hospitalized Member
- Return of Dependent Children
- Transportation After Stabilization
- Repatriation of Mortal Remains

Travel Assistance Services

- Assist in the 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

Worldwide Destination Intelligence

- Pre-Travel Information
- Travel and Health Information
- Real-time Security Intelligence

Personal Security Services

- Political Evacuation Services
- Political Evacuation Services
- Transportation After Political or Security Evacuation

This document is only a partial description of benefits. Please refer to the program description for full details regarding the benefits, coverages, conditions and limitations of this MEDEX travel assistance program.