



Traveling light

On Call International

Medical assistance — anywhere, anytime

Help with information ... to evacuation

You know where to go for medical needs on campus. But where do you go when you're traveling far from school?

With On Call International, you get medical assistance around the world, around the clock.

You also get help finding lost luggage or arranging for family to be with you in a time of need.

One phone call, that's all

Whenever you need help, we're here.

In the U.S. and Canada:
Call us toll free at **1-866-525-1956**.

From anywhere in the world:
Call us collect at **1-603-328-1956**.

Student health insurance plans are underwritten by Aetna Life Insurance Company (Aetna). In MD and NJ, student medical insurance is underwritten by Aetna Health and Life Insurance Company (AHLIC). Self-insured plans are funded by the applicable school, with claims administration services provided by Aetna Life Insurance Company.

Aetna Student HealthSM is the brand name for products and services provided by Aetna Life Insurance Company, Aetna Health and Life Insurance Company and their affiliated companies.

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Membership program*

- 24/7 worldwide medical information and assistance
- Medical evacuation
- Medically necessary return home
- Travel arrangements for a family member or friend if you're alone and are hospitalized and will remain hospitalized
- Emergency return home for the death or life-threatening illness of a parent, sibling or spouse
- Medical monitoring
- Medical, dental and pharmacy referrals
- Medicine replacement assistance
- Pre-trip information



Travel assistance*

- 24/7 emergency travel arrangements
- Translation assistance
- Assistance with arranging emergency travel funds
- Lost travel documents replacement assistance
- Credit card or traveler's check replacement assistance
- Legal consultation and referrals
- Delayed baggage tracking

Security assistance*

- Political evacuation
- Natural disaster evacuation

Reach On Call International, anytime.

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1-866-525-1956 (U.S. and Canada)

1-603-328-1956 Collect — anywhere

*This is only an outline of some of your plan services. Refer to the Description of Services for full details, terms, conditions, limitations and exclusions.

Aetna Life Insurance Company (Aetna) provides access to Medical Evacuation/Repatriation (MER); Natural Disaster and Political Evacuation (NDPE); and Worldwide Emergency Travel Assistance (WETA) services which are serviced by On Call International, LLC (On Call). Aetna Life Insurance Company (Aetna) also provides access to Accidental Death and Dismemberment (AD&D) coverage that is underwritten by United States Fire Insurance Company (USFIC).

Aetna and On Call are independent contractors and not employees or agents of each other. Neither Aetna nor any of its affiliates provides or administers AD&D, MER, NPDE and WETA benefits/services and neither Aetna nor any of its affiliates is responsible in any way for the benefits/services provided by or through On Call. This material is for information only. Plans and programs provided through On Call contain exclusions and limitations. Review the Aetna Student Health Description of On Call Services document for conditions, limitations and exclusions. Information is believed to be accurate as of the production date; however, it is subject to change.

Your plan may reimburse you for services provided when care is rendered outside of the United States, subject to the terms of the master policy. Whenever coverage provided by any insurance policy is in violation of any U.S., U.N. or EU economic or trade sanctions, such coverage shall be null and void. For example, Aetna companies cannot pay for health care services provided in a country under sanction by the United States unless permitted under a written Office of Foreign Asset Control (OFAC) license. Learn more on the U.S. Treasury's website at: **[treasury.gov/resource-center/sanctions](https://www.treasury.gov/resource-center/sanctions)**.

Policy forms issued in Idaho include: GR-96134-AS-Pol ED. 3-15.

Policy forms issued in Missouri include: ALSH HPol-AH 02.

Policy forms issued in Oklahoma include: GR-96134.

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Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,

P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),
1-800-648-7817, TTY: 711,

Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

TTY: 711

For language assistance in your language call the number listed on your ID card at no cost. (English)

Para obtener asistencia lingüística en español, llame sin cargo al número que figura en su tarjeta de identificación. (Spanish)

欲取得繁體中文語言協助，請撥打您 ID 卡上所列的號碼，無需付費。(Chinese)

Pour une assistance linguistique en français appeler le numéro indiqué sur votre carte d'identité sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang nakalistang numero sa iyong ID card nang walang bayad. (Tagalog)

Benötigen Sie Hilfe oder Informationen auf Deutsch? Rufen Sie kostenlos die auf Ihrer Versicherungskarte aufgeführte Nummer an. (German)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني المذكور في بطاقتك التعريفية. (Arabic)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo a yo endike nan kat idantifikasyon ou gratis. (French Creole)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente il numero riportato sulla Sua scheda identificativa. (Italian)

日本語で援助をご希望の方は、IDカードに記載されている番号まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받고 싶으시면 보험 ID 카드에 수록된 무료 통화번호로 전화해 주십시오. (Korean)

برای راهنمایی به زبان فارسی، بدون هیچ هزینه ای با شماره ای که بر روی کارت شناسایی شما آمده است تماس بگیرید. انگلیسی (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer podany na karcie ID. (Polish)

Para obter assistência linguística em português ligue para o número grátis listado no seu cartão de identificação. (Portuguese)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру, указанному в вашей ID-карте удостоверения личности. (Russian)

Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số được ghi trên thẻ ID của quý vị. (Vietnamese)