

## PROGRAM DEFINITIONS

The following definitions apply:

"Dependent" means the Member's legal spouse; the Member's unmarried children from birth and under age 19; or under age 23, if enrolled as a full-time student in an accredited college, university, vocational or technical school; and children whose support is required by a court decree. Children include natural children, stepchildren and legally adopted children. They must be primarily dependent on the Member for support and maintenance and must live in a parent-child relationship with the Member. A spouse or child who is insured under this Policy as a Member will not be eligible as a Dependent.

"Enrollment Period" means the period of time for which You are validly enrolled for MEDEX PLUS and for whom We have received the appropriate enrollment fee.

"Expatriate" means individual traveler whose trips exceed 90 consecutive days or whose travel exceeds 180 days in a 12-month period.

"Home Country" means the country as shown on Your passport or the country where You have Your permanent residence.

"Host Country" means a country or territory You are visiting or in which You are living which is not Your Home Country.

"Injury" means an identifiable accidental injury caused by a sudden, unexpected, unusual, specific event that occurs during Your Enrollment Period.

"Illness" means a sudden and unexpected sickness that manifests itself during Your Enrollment Period.

"MEDEX Physician Advisors" means physicians, retained by MEDEX to provide Us with consultative and advisory services, including the review and analysis of the quality of medical care You are receiving.

"We," "Us," "Our," and "MEDEX" means MEDEX Assistance Corporation.

"You" and "Your" means a person validly enrolled for MEDEX PLUS and for whom We have received the appropriate enrollment fee.

## CONDITIONS AND LIMITATIONS

The services described are available to You only during Your Enrollment Period and only when you are 100 or more miles away from Your permanent residence in Your Home Country or Expatriates without regard to the distance from Your Expatriate residence.

**We will only cover the transportation costs under the Medical Evacuation and Repatriation Services if We have given Our prior approval or if those services are coordinated by Us.**

We have sole discretion in making the determination as to whether we will cover the cost of Emergency Medical Evacuations. Our decision will be based on medical considerations, including the opinions of the treating physicians, Our MEDEX Physician Advisors and Our medical director with respect to Your condition and ability to travel. We will determine the appropriate method, destination, and timing of any evacuation. The destination will be the nearest facility capable of providing appropriate care, as determined by Us.

### MEDEX EMERGENCY RESPONSE CENTER: United States, Baltimore, MD 1-410-453-6330

**TOLL FREE ACCESS** - The numbers below must be dialed from within the country.  
If your location is not listed or the call will not go through, call the 24 hour Emergency Response Center COLLECT.

Australia and Tasmania:	1-800-127-907	Mexico:	001-800-101-0061
Austria:	0-800-29-5810	Netherlands:	0800-022-8662
Belgium:	0800-1-7759	New Zealand:	0800-44-4053
Brazil:	0800-891-2734	Philippines:	1-800-1-111-0503
China (northern regions):	108888*800-527-0218	Portugal:	0800-84-4266
China (southern regions):	10811*800-527-0218	Republic of Ireland (Eire):	1-800-409-529
Dominican Republic:	1-888-567-0977	Republic of South Africa:	0800-9-92379
Egypt (inside Cairo):	2-510-0200*877-569-4151	Singapore:	800-1100-452
Egypt (outside of Cairo):	022-510-0200*877-569-4151	South Korea:	00798-1-1-004-7101
Finland:	0800-114402	Spain and Majorca:	900-98-4467
France and Monaco:	0800-90-8505	Switzerland and Liechtenstein:	0800-55-6029
Germany:	0800-1-811401	Thailand:	001-800-11-471-0661
Greece:	00-800-4412-8821	Turkey:	00-800-4491-4834
Hong Kong:	800-96-4421	U.K., N. Ireland, Isle of Jersey, the	
Indonesia:	001-803-1471-0621	Channel Isles and Isle of Man:	0800-252-074
Israel:	1-809-41-0172	United States, Canada, Puerto Rico,	
Italy, Vatican City, and San Marino:	800-877-204	US Virgin Islands, Bermuda:	1-800-527-0218
Japan:	00531-11-4065		

We have sole discretion in making the coverage determination for Your Transportation After Stabilization. Our determination will be based on Your need for continuing medical care. We will not return You to Your Home Country for the sole sake of Your convenience.

In the event We are arranging transportation by commercial air under the Medical Evacuation and Repatriation Services, and You hold an original return airline ticket, We may use that ticket and are only responsible for any applicable change fees.

We will only direct-pay any transportation costs under the Medical Evacuation and Repatriation Services to the transportation providers, unless otherwise approved by Us in advance.

We are not responsible for the availability, quality, results of, or failure to provide any medical, legal or other care or service caused by conditions beyond Our control. This includes Your failure to obtain care or service or where the rendering of such care or service is prohibited by U.S. law, local laws, or regulatory agencies.

Your legal representative shall have the right to act for You and on Your behalf if You are incapacitated or deceased.

## EXPENSES NOT COVERED

We shall not be responsible for any costs or expenses arising from:

1. Hospital or medical expenses of any kind or nature.
2. Travel arrangements that were neither coordinated by nor approved by Us in advance.
3. Your traveling against the advice of a physician or traveling for the purpose of obtaining medical treatment.
4. Suicide, attempted suicide, or willful self-inflicted injury.
5. Taking part in military or police service operations.
6. The commission of, or attempt to commit, an unlawful act.
7. Injury or illness caused by or contributed to by use of drugs or alcohol.
8. Pregnancies, except in the case of a major, vital complication during the first two trimesters of pregnancy which presents a clear and significant risk of death or imminent serious injury or harm to the mother or fetus.
9. Initial transportation to local facilities, including ground ambulance fees, except as arranged by Us.
10. Mountaineering or rock climbing necessitating the use of guides or ropes, spelunking, skydiving, parachuting, ballooning, hang gliding, deep sea diving utilizing hard helmet with air hose attachment, racing of any kind other than on foot, bungee jumping, operating a vehicle when not properly licensed, or participating in professional sports unless otherwise agreed in writing by Us prior to Your Enrollment Period.
11. Psychiatric, psychological, or emotional disorders.
12. Incidental expenses, including but not limited to accommodations, local transportation, meals, telephone, and facsimile charges.
13. Subsequent evacuations for the same or related medical condition, regardless of location.
14. Services not otherwise shown as covered.

## REIMBURSEMENT TO MEDEX AND RIGHTS OF SUBROGATION

You or a responsible party on Your behalf shall either pay the cost of medical care and treatment, including hospital expenses directly or shall reimburse Us upon demand for all such costs and expenses which may be imposed upon Us by health care providers for the cost of medical care and treatment, including hospital expenses, or related assistance services either authorized by You or deemed to be advisable and necessary by Us under urgent medical circumstances, to the extent that such expenses are not Our responsibility. Such reimbursement shall be without regard to the specific terms, conditions, or limitations of any insurance policies or benefits available to You.

We shall be fully and completely subrogated to Your rights against parties who may be liable for the payment of, or a contribution toward the payment of, the costs and expenses of assistance services provided by Us or medical care and treatment, including hospital expenses, in the event that We pay or contribute to the payment of them. You must assign to Us any and all rights of recovery under any such insurance plans, including any occupational benefit plan, health insurance, or other insurance plan or public assistance program, up to the sum of any payments by Us.

Prepare for the Unexpected

**TravelAid**

Powered by **MEDEX PLUS**



*Please keep this document with you while you travel.*

*A comprehensive program providing you with 24/7 emergency medical, security, and travel assistance - including emergency medical evacuation and repatriation - when you are outside your home country or 100 or more miles away from your permanent residence in your home country. (Expatriates are eligible regardless of distance from your expatriate home.)*

## PROGRAM DESCRIPTION

**How To Access TravelAid/MEDEX PLUS Services**  
24 hours a day, 7 days a week, 365 days a year

Your MEDEX identification card is your key to travel security. If you have a medical or travel problem, simply call us for assistance. Our toll-free and collect-call telephone numbers are printed on your ID card. Either call the toll-free number of the country you are in, or call the Emergency Response Center collect at:

**Baltimore, Maryland – 1-410-453-6330**

A MEDEX Assistance Coordinator will ask for your name, your company or group name, the MEDEX ID number shown on your ID card, and a description of your situation. We will immediately begin assisting you. A full listing of services follows.

**If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center.** We will then take the appropriate action to assist you and monitor your care until the situation is resolved.

MEDEX PLUS provides You with Medical Assistance Services, Travel Assistance Services, Medical Evacuation and Repatriation Services, Personal Security Services and Worldwide Destination Intelligence as described below. These services are subject to certain Conditions, Limitations, and Exclusions also described below.

**MEDEX Assistance Corporation**  
P.O. Box 19056  
Baltimore, MD 21284  
1-800-537-2029  
1-410-453-6300  
www.medexassist.com



## MEDICAL ASSISTANCE SERVICES

**Worldwide Medical and Dental Referrals:** We will provide referrals to help You locate appropriate treatment or care.

**Monitoring of Treatment:** Our Assistance Coordinators will continually monitor Your case. In addition, Our MEDEX Physician Advisors provide Us consultative and advisory services, including review and analysis of the quality of medical care You are receiving.

**Facilitation of Hospital Payments:** Upon securing payment or a guarantee to reimburse, We will either wire funds or guarantee required emergency hospital admittance deposits. You are ultimately responsible for the payment of the cost of medical care and treatment, including hospital expenses.

**Transfer of Insurance Information to Medical Providers:** We will assist You with hospital admission, such as relaying insurance benefit information, to help prevent delays or denials of medical care. We will also assist with discharge planning.

**Medication, Vaccine and Blood Transfers:** In the event medication, vaccines, or blood products are not available locally, or a prescription medication is lost or stolen, We will coordinate their transfer to You upon the prescribing physician's authorization, if it is legally permissible.

**Dispatch of Doctors/Specialists:** In an Emergency where You cannot adequately be assessed by telephone for possible evacuation, or You cannot be moved and local treatment is unavailable, We will send an appropriate medical practitioner to You.

**Transfer of Medical Records:** Upon Your consent, We will assist with the transfer of medical information and records to You or the treating physician.

**Continuous Updates to Family, Employer, and Home Physician:** With Your approval, We will provide case updates to appropriate individuals You designate in order to keep them informed.

**Hotel Arrangements for Convalescence:** We will assist You with the arrangement of hotel stays and room requirements before or after hospitalization.

**Replacement of Corrective Lenses and Medical Devices:** We will coordinate the replacement of corrective lenses or medical devices if they are lost, stolen, or broken during travel.

## TRAVEL ASSISTANCE SERVICES

**Replacement of Lost or Stolen Travel Documents:** We will assist You in taking the necessary steps to replace passports, tickets, and other important travel documents.

**Emergency Travel Arrangements:** We will make new reservations for airlines, hotels, and other travel services in the event of an Illness or Injury.

**Transfer of Funds:** We will provide You with an emergency cash advance subject to Us first securing funds from You or Your family.

**Legal Referrals:** Should You require legal assistance, We will

direct You to an attorney and assist You in securing a bail bond.

**Translation Services:** Our multilingual Assistance Coordinators are available to provide immediate verbal translation assistance in a variety of languages in an emergency; otherwise We will provide You with referrals to local interpreter services.

**Message Transmittals:** You may send and receive emergency messages toll-free, 24-hours a day, through Our Emergency Response Center.

**Emergency Pet Housing and/or Pet Return:** We will coordinate arrangements for temporary boarding or the return of a pet left unattended as a result of Your Injury or Illness.

## WORLDWIDE DESTINATION INTELLIGENCE

**Pre-Travel Information:** Upon Your request, We can provide continuously updated destination intelligence for 173 countries covering subject areas such as weather, currency and culture.

**Travel and Health Information:** Upon Your request We can provide You with continuous updates on travel and health information such as immunizations, vaccinations, regional health concerns, entry and exit requirements, and transportation information.

**Real-time Security Intelligence:** Upon Your request We will provide You with the latest authoritative information and security guidance for over 173 countries and 283 cities. Our global security database is continuously updated and includes intelligence from thousands of worldwide sources.

## MEDICAL EVACUATION & REPATRIATION SERVICES

**Emergency Medical Evacuation:** If You sustain an Injury or suffer a sudden and unexpected Illness and adequate medical treatment is not available in Your current location, We will arrange and pay for a medically supervised evacuation to the nearest medical facility We determine to be capable of providing appropriate medical treatment. Your medical condition and situation must be such that, in the professional opinion of the health care provider and MEDEX, You require immediate emergency medical treatment, without which there would be a significant risk of death or serious impairment.

**Transportation to Join a Hospitalized Member:** If You are traveling alone and are or will be hospitalized for more than seven consecutive days, We will coordinate and pay for economy round-trip airfare for a person of Your choice to join You.

**Return of Dependent Children:** If Your Dependent child(ren) age 18 or under are present but left unattended as a result of Your Injury or Illness, We will coordinate and pay for one-way economy airfare to send them back to Your Home Country. We will also arrange and pay for the services and transportation expenses of a qualified escort, if required and as determined by MEDEX.

**Transportation After Stabilization:** Following emergency medical evacuation and stabilization, We will coordinate and pay for one-way economy airfare to Your point of origin. If following stabilization We determine that hospitalization or rehabilitation should occur in Your Home Country, We will alternatively coordinate and pay for Your transportation there.

**Repatriation of Mortal Remains:** If You sustain an Injury or suffer a sudden and unexpected Illness that results in Your death, We will assist in obtaining the necessary clearances for Your cremation or the return of Your mortal remains. We will coordinate and pay for the expenses of the preparation and transportation of Your mortal remains to Your Home Country.

## SECURITY AND POLITICAL EVACUATION SERVICES

**Political Evacuation Services:** In the event of a threatening political situation, such as military uprising or coup, We will assist you in making evacuation arrangements, including flight arrangements, securing visas, and logistical arrangements such as ground transportation and housing. In more complex situations, We will assist You in making arrangements with providers of specialized security services.

**Security Evacuation Services:** In the event of a threatening security situation, such as rioting, or other violent situations, We will assist You in making evacuation arrangements, including flight arrangements, securing visas, and logistical arrangements such as ground transportation and housing. In more complex situations, We will assist You in making arrangements with providers of specialized security services.

**Transportation After Political or Security Evacuation:** Following a Security or Political Evacuation and when safety allows, We will coordinate Your return to either Your Host Country or Your Home Country.

### Disclosure


TravelAid services are provided by Integrated Behavioral Health, Inc., and MEDEX. The Guardian Life Insurance Company of America (Guardian) does not provide any part of TravelAid services. Guardian is not responsible or liable for care or advice given by any provider or resource under the program. This information is for illustrative purposes only, it is not a contract. Only the policy can provide the actual terms, services, limitations and exclusions. We are not responsible for availability, quality, result of or failure to provide any medical, legal or other care or service caused by conditions beyond Our control. Guardian and IBH reserve the right to discontinue TravelAid at any time. Legal services provided through WorkLifeMatters will not be provided in connection with or preparation for any action against Guardian, IBH, or your employer.

The Guardian Life Insurance Company of America, New York, NY 10004.

*Always carry your ID Card with you. Listed on the back of the card are the telephone numbers for the worldwide MEDEX network. When you call MEDEX, be prepared to provide your TravelAid ID number, organization's name, your name and a description of the situation.*

Presented by the Unusprovidet

**TravelAid**



**Organization:**  
**TravelAid ID: 329111**

**Notice to Physicians/Hospitals:** Call MEDEX immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance. [operations@medexassist.com](mailto:operations@medexassist.com) [www.medexassist.com](http://www.medexassist.com)