



On Call International  
11 Manor Parkway  
Salem, NH 03079

## Global Assistance Program with Accident, Illness and Travel Insurance Coverage Lafayette College



**Welcome to On Call International!** This membership provides all the services and benefits you need to prepare for your travel as well as to help you with any problems you encounter while you are away from home.

### Before you depart...

- Contact On Call with any pre-travel health or security questions
- Closely review your Insurance Policy
- Save On Call Contact information in your mobile phone or print and carry your membership card

### While abroad...

- You can make a collect call to On Call from anywhere in the world to reach a case coordinator who is ready to help you with your crisis, no matter how big or small. If you need to replace your contacts in Sydney, lose your passport in Lima, need to see a doctor in Madrid, **or encounter a medical or security crisis anywhere in the world, contact On Call for assistance.**

 <b>Global Assistance Program</b>	<p>If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, <b>contact On Call 24 hours a day:</b></p> <p>Collect from anywhere in the world: <b>+1 603-952-2066</b> Call toll free from US or Canada: <b>1-888-637-0737</b></p> <p>Email: <b><a href="mailto:mail@oncallinternational.com">mail@oncallinternational.com</a></b> Text Only Number: <b>603-945-0103</b></p> <p><b>Global Assistance Services</b> must be paid and arranged by On Call; no claims for reimbursement of transportation will be considered.</p> <p>See your <b>Plan Description</b> for full terms and conditions of the services and benefits offered in your plan:</p> <p><a href="https://lafayette.mysearchlightportal.com">https://lafayette.mysearchlightportal.com</a> Searchlight Group ID: <b>100002CPPD16</b></p> 												
<table><tr><td><b>Program Name</b></td><td><b>Policy Number</b></td></tr><tr><td>Lafayette College</td><td>G600233</td></tr><tr><td colspan="2"><b>Membership Type</b></td></tr><tr><td colspan="2">▪ Medical, Travel and Security Assistance</td></tr><tr><td colspan="2">▪ Accident and Illness Medical Insurance</td></tr><tr><td colspan="2">▪ Travel Insurance</td></tr></table>	<b>Program Name</b>	<b>Policy Number</b>	Lafayette College	G600233	<b>Membership Type</b>		▪ Medical, Travel and Security Assistance		▪ Accident and Illness Medical Insurance		▪ Travel Insurance		
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### Helpful Reminders

- ✓ Contact On Call for payment and arrangement of all Services, certain services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.
- ✓ On Call is not a first responder, if you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 9-1-1 to get local response.

### How can On Call International help?

Call the Global Response Center if you experience a medical, personal, travel or safety related problem or crisis. Lafayette College has partnered with On Call to provide you with access to immediate support should you experience any challenges when you are traveling. Your employer wants to make sure you have a resource experienced in navigating you through any crisis and making sure you can continue your travels, or get home safely. On Call assists during critical emergencies like illness or injury that may result in an evacuation to a location that has adequate care or a threat to your safety due to a political or natural disaster event which you need to be evacuated from. They can also assist with smaller problems you may not realize you have a resource for. Review a full listing of services on the following pages.

**If you are, or will be, hospitalized outside your home country following an accident or illness,** contact the On Call Global Response Center as soon as possible. On Call will make arrangements to pay your medical expenses and monitor your care.

In the event the medical facility you are in is not adequate to treat you, On Call will pay and arrange for your medically supervised evacuation to the closest adequate facility.

Inpatient medical expenses should be pre-certified by On Call however, if you are unable to contact On Call and self-pay your inpatient medical expenses, you can submit a claim. Along with your completed claim form, an explanation of the emergency and what prevented you from notifying On Call should be included.

**If you need an outpatient medical appointment for an accident or illness,** you can contact the On Call Global Response Center to make an appointment and arrange payment of your medical expenses. There is no specific network so if you choose to make your own appointment and self-pay the medical expenses; you can submit a claim for reimbursement consideration.

**In the event of a political or natural disaster event which threatens your safety,** contact On Call immediately, you will be connected to a security professional that will provide immediate advice to maintain safety and then assess your situation to determine appropriate next steps.

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## Contacts:

### 24/7 Global Response Center:

Collect from anywhere in the world: **+1-603-952-2066**

Call toll free from US or Canada: **1-888-637-0737**

Email: [mail@oncallinternational.com](mailto:mail@oncallinternational.com)

Text Only: 603-945-0103

### Customer Services for Benefit Questions or to request a claim form:

Call toll free from US or Canada: **855-878-9590**

Email: [Contact@oncallinternational.com](mailto:Contact@oncallinternational.com)

### Submit Claims to:

[claims@oncallinternational.com](mailto:claims@oncallinternational.com)

Claim forms can be downloaded from the On Call Plan Info tab on

<https://lafayette.mysearchlightportal.com>

Lafayette's Searchlight Group ID: **100002CPPD16**

These are your **Services and Benefits**, full terms, conditions and exclusions to coverage apply, review the program description carefully. **Contact On Call for payment and arrangement of all Services**, certain services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call:

<b>GLOBAL ASSISTANCE SERVICES - BENEFIT TABLE</b>	<b>LIMITS PER INSURED PERSON</b>
Medical Evacuation and Repatriation	\$250,000
Repatriation of Remains or Burial	\$50,000
Security Evacuation	\$100,000
Emergency Reunion	\$12,500 when hospitalized for more than 3 days
Bereavement Reunion	\$5,000
Return Home due to Felonious Assault	\$5,000
Emergency Travel Expenses due to Felonious Assault	\$5,000
Return Home of Dependent Children	\$2,500
<b>MEDICAL AND TRAVEL - BENEFIT TABLE</b>	<b>LIMITS PER INSURED PERSON</b>
Medical Expenses and Hospitalisation	\$100,000
Deductible: All Cause / Co-insurance	0 / 100%
Emergency Pain relieving Dental Treatment	100% of customary charges up to \$3,000 for accidental injury and \$500 for pain relief
Prescribed Medicines by a doctor or specialist	Maximum of 60 days per subscription
Maternity	Serious Complications up to 26 weeks of pregnancy
Outpatient treatment by a doctor or specialist	100 % of Customary Charges
Treatment by physiotherapists and chiropractors as prescribed by an authorized physician	100% of customary charges if in connection with covered injury/illness
Acute Onset of Pre-existing condition Clause	Up to a maximum of \$15,000 per lifetime
Ambulance transportation	100% of customary charges if in connection with covered injury/illness
Personal Accident Accidental death, loss of sight, loss of limb(s), permanent total disablement	\$10,000
Personal Liability Physical injury and property damage	\$100,000
Emergency Bail Bond	\$1,500
Catastrophe Coverage	100% of customary costs up to \$1,000
Search and Rescue	100% of customary costs up to \$10,000
Loss of Personal Belongings	Up to \$1,000, Max \$100 per article
Loss of checked in Luggage	\$500
Luggage Delay	\$200
Lost Documents, Equipment or Money	\$200
Pre-Trip Cancellation	\$1,000
Trip Interruption	\$2,500

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Travel Delay	\$100 a day; Max 5 days
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You also have access to the following assistance services, there are no monetary benefits associated with these services:

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<b>Medical Assistance</b>	<b>Travel &amp; Security Assistance</b>
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Pre-Trip Planning	Pre-Trip Information & Active Travel Advice
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Medical , Dental and Pharmacy Referrals	Translator and Interpreter Assistance
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Medical Monitoring	Emergency Travel Funds Assistance
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24 Hour Nurse Help Line	Legal Consultation and Referral
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Dispatch of Medicine	Lost/Stolen Document Replacement
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Coordination of Benefits	Emergency Message Forwarding
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**This is a brief summary of coverage for insured participants covered under** Policy Number G600233. This is not a contract of insurance. Coverage is governed by an insurance policy issued to Lafayette College. The policy is underwritten by International Insurance Co. of Hannover Ltd. Complete information on the insurance is contained in the Certificate of Insurance on file with Lafayette College. If there is a difference between this program description and the certificate wording, the certificate controls.