

# GLOBAL EMERGENCY SERVICES









Students and employees of The State University of New York now have access to a unique global emergency assistance program provided by Scholastic Emergency Services (SES). This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling more than 100 miles away from your permanent residence or campus, or in another country for no more than one semester.

One simple phone call to SES will connect you to:

- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers

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## MEDICAL EMERGENCY SERVICES\*

-  **Medical Consultation, Evaluation & Referral**  
The SES Operations Center is staffed by trained, multilingual assistance personnel who can make immediate recommendations for any emergency situation.
-  **Medical Monitoring**  
SES maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.
-  **Emergency Medical Evacuation**  
If appropriate care is not available, SES will safely evacuate the member to the nearest facility that meets our rigorous standards.
-  **Foreign Hospital Admission Assistance**  
SES fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital.
-  **Medical Repatriation**  
When deemed medically necessary, SES provides transportation home or to a specified health facility with a medical or non-medical escort as required.
-  **Prescription Assistance**  
When a prescription is lost or left behind, SES works with the prescribing physician and a local pharmacy to replace the member's medicine.

## NON-MEDICAL EMERGENCY SERVICES\*

-  **Compassionate Visit**  
SES will arrange and pay for a loved one to join a member who is traveling alone and is expected to be hospitalized for more than three days.
-  **Care of Minor Children**  
If an injured member has minor children left unattended, SES will pay for them to return home to a family member, or will arrange childcare locally or at home.
-  **Return of Mortal Remains**  
In the event that a member passes away, SES will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.
-  **Security, Political Emergency and Natural Disaster Evacuations**  
SES will evacuate a member to the nearest safe haven in the event a security, political or natural disaster emergency leaves the member's location uninhabitable. Once the danger has cleared, repatriation home or back to the destination from which the students were evacuated.
-  **Return of Vehicle**  
If a member's vehicle, still in working-condition, is left away from home as the result of a medical emergency, it will be brought home safely via ground transportation.
-  **Emergency Trauma Counseling**  
SES provides emergency telephonic trauma counseling, with follow-up referrals to qualified counselors either at the location of the incident or upon return home.
-  **Lost Luggage & Document Assistance**  
SES works with airlines to recover lost bags, and replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.
-  **Interpreter & Legal Referral**  
SES can recommend trustworthy legal counsel and interpreter services in any country.
-  **Bail Bond Coordination**  
SES will assist in coordinating bail bond, wherever legally permissible, as required by the member. The sources of the funds is the responsibility of the member.
-  **Emergency Cash Coordination**  
SES will assist in coordinating the transfer of emergency cash to a member, provided that the member has a verifiable travel emergency and is without access to financial resources. The sources of the funds is the responsibility of the member.
-  **Pre-Trip Information**  
Members can review country profiles, visa requirements, immunization regulations, security advisories directly from the Assist America website and Mobile App.

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## GLOBAL EMERGENCY SERVICES

Reference Number **01-SES-SNY-06188**

If you require medical assistance and are traveling 100 miles from your permanent residence, or in another country, call the SES Operations Center at:

**+1 609 452 8570** (outside USA - Collect Call)

**+1 877 488 9833** (inside USA - Toll Free)

Or email at: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

*\*For a complete description of the services available to you and SES' conditions, consult your service certificate provided by your plan administrator and/or by Scholastic Emergency Services.*



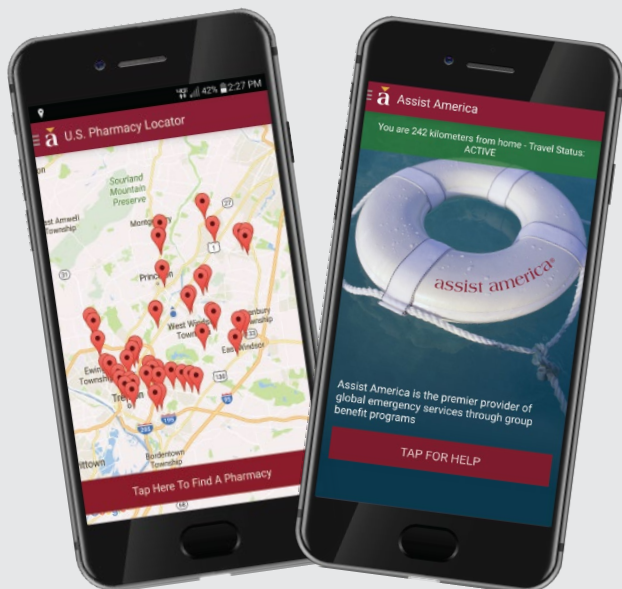
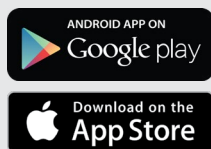
# DOWNLOAD THE MOBILE APP

Access a wide range of global emergency assistance services from your phone by downloading the FREE Assist America Mobile App for iPhone and Android.

-  **TAP FOR HELP**  
One-touch call to our 24/7 Operations Center
-  **PRE-TRIP INFORMATION**  
Access detailed country-specific information to prepare your trip
-  **MOBILE ID CARDS**  
SES membership cards are stored inside the App
-  **TRAVEL ALERTS**  
Receive alerts on urgent global situations that may impact travel
-  **COVERAGE INDICATOR**  
A localization feature lets members know when they are eligible for services
-  **EMBASSY & U.S. PHARMACY LOCATOR**  
Locate the nearest embassy/consulate of 23 countries around the world and the nearest pharmacies in the U.S.
-  **AVAILABLE IN 7 LANGUAGES**  
The App is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French

Enter your SES Reference number to set up the App:

**01-SES-SNY-06188**



# CONDITIONS

Scholastic Emergency Services will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Transfer of a member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

SES will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home
- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

Services will not be provided for the following types of travel:

- Trips exceeding one semester (approximately 120 days) from legal residence or campus without prior notification to SES.

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. SES is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of SES.

For more information, visit [www.assistamerica.com/For-Students](http://www.assistamerica.com/For-Students)

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Please provide the following information when you call:

- Your name, telephone number and relationship to the patient
- Patient's name, age, gender, reference number and employer
- Name, location and telephone number of hospital or treating doctor if applicable

Attention: This card is not a medical insurance card. All services must be provided by Scholastic Emergency Services. No claims for reimbursement will be accepted. The holder of this card is a member of Scholastic Emergency Services, an Assist America partner Assist America, Inc. and is entitled to its medical and personal services.

Scholastic Emergency Services  
an assist america partner