

## Program Guidelines

- U.S. students studying in a U.S. location are eligible for services when traveling more than 100 miles away from their permanent residence or campus location for up to a semester. Medical repatriation and return of mortal remains services are available at campus location.
- U.S. students studying abroad are eligible for services both at and away from their new campus location for up to a semester.
- Foreign national students studying in the U.S. are eligible for Assist America services, both on or away from campus or while traveling in a country that is not their country of origin.
- Please contact Assist America directly if you require extended coverage at 800-304-4585.

 Please detach card and carry with you at all times.

This is not a medical insurance card. Claims for reimbursement for services not provided by Assist America will not be accepted.

### ATTENTION

El portador de esta tarjeta es miembro de Assist America y tiene derecho a los servicios personales y de asistencia médica de Assist America. Le titulaire de cette carte est membre d'Assist America et a droit à l'assistance médicale et aux services personnels d'Assist America.

The holder of this card is a member of Assist America and is entitled to its medical and personal services.

or via e-mail: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

Outside the U.S.A. (Precede number by U.S. access code):

**609-452-8570**

**1-877-488-9833**

If you require medical assistance and are more than 100 miles from your permanent residence, campus or abroad, call Assist America's Operations Center at:

**assist america®**  
**GLOBAL EMERGENCY SERVICES**

Reference Number **01-AA-LEW-05034**

Name

School Name

assist america®

 **The Lewer Agency, Inc.**

## Conditions & Exclusions

### Conditions

Assist America 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)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

Assist America 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 of over six months
- With mental or nervous disorders unless hospitalized

### Exclusions

- Travel by a member's spouse when it is for the benefit of the spouse's employer (spouse business travel)
- Trips exceeding one semester (approximately 120 consecutive days) from legal residence without prior notification to Assist America except as specified for student program (Separate purchase of extended coverage is available)

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. Assist America 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 of Assist America. Assist America is not responsible or liable for any malpractice committed by professionals rendering services to a member.

## About assist america®

Assist America, Inc., formed in 1990, is the nation's largest provider of global emergency services through employee and student benefit plans. Assist America responds when any eligible member becomes ill or injured while traveling just 100 miles or more away from home, campus or abroad.

 **The Lewer Agency, Inc.**

4534 Wornall Road  
Kansas City, MO 64111  
Telephone: 1-800-821-7710

assist america® is a registered service mark of Assist America, Inc.

2.07.15M

# Global Emergency Services

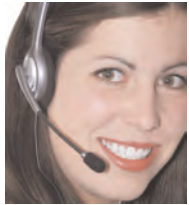


 **The Lewer Agency, Inc.**

Services provided by:  
assist america®

## Global Emergency Services

**Congratulations!** Your enrollment with The Lewer Agency includes a unique emergency services program from Assist America. This program immediately connects you to doctors, hospitals, pharmacies and other services when faced with a medical emergency while traveling 100 miles or more from your permanent residence, campus location or abroad.



**Assist America's Operations Center is staffed 24 hours a day, 365 days a year with trained multilingual and medical personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency.**

One simple phone call to the number on your Assist America identification card will connect you to:

- A global network of pre-qualified medical providers
- A state-of-the-art Operations Center with world wide response capabilities
- Experienced crisis management professionals
- Air and ground ambulance service providers

Assist America completely arranges and pays for all of the assistance services it provides without limits on the covered cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home.

It is important to keep your identification card with you at all times so that you can contact us whenever you need assistance.

Assist America is not travel or medical insurance, rather it is a provider of global emergency services.\* Assist America's services do not replace medical insurance during medical emergencies away from home. All medical costs incurred should be submitted to your health plan and are subject to the policy limits of your health coverage.



**\*All services must be arranged and provided by Assist America. No claims for reimbursement of assistance services will be accepted.**

## Key Services

### Medical Consultation, Evaluation & Referral

Calls to Assist America's Operations Center are evaluated by medical personnel and referred to English-speaking, Western-trained doctors and/or hospitals.

### Hospital Admission Guarantee

Assist America will guarantee hospital admission outside the United States by validating a member's health coverage or by advancing funds to the hospital. (Any emergency hospital admittance deposit must be repaid within 45 days).

### Emergency Medical Evacuation

If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment and personnel necessary to evacuate a member to the nearest facility capable of providing a high standard of care.

### Critical Care Monitoring

Assist America's medical personnel will maintain regular communication with the member's attending physician and/or hospital and relay information to the family.

### Medically Supervised Repatriation

If a member still requires medical assistance upon being discharged from a hospital, Assist America will repatriate him/her home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

### Prescription Assistance

If a member needs a replacement prescription while traveling, Assist America will help in filling that prescription.

### Emergency Message Transmission

Assist America will receive and transmit emergency messages for members.

### Compassionate Visit

If a member is traveling alone and will be hospitalized for more than seven days, Assist America will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family member or friend.

### Care of Minor Children

Assist America will arrange for the care of children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.

### Return of Mortal Remains

Assist America will render every possible assistance in the event of a member's death. This includes arranging the preparation of the remains for transport, procuring required documentation, providing the necessary shipping container as well as paying for transport.

### Emergency Trauma Counseling

Assist America will provide initial telephone-based counseling and referrals to qualified counselors as needed or requested.

### Lost Luggage or Document Assistance

Assist America will help members locate lost luggage, documents, or personal belongings.

### Interpreter & Legal Referrals

Assist America will refer members to interpreters and/or legal personnel, as necessary.

### Pre-trip Information

Assist America offers members web-based country profiles that include visa requirements, immunization and inoculation recommendations, as well as security advisories for any travel destination.



 **Please detach card and carry with you at all times.**

**CALL ASSIST AMERICA WHEN TRAVELING 100 MILES OR MORE AWAY FROM HOME, CAMPUS OR IN ANOTHER COUNTRY AND:**

- You require medical or counseling assistance
- You require legal assistance
- You experience local language problems

**All services must be arranged and provided by Assist America. No claims for reimbursement will be accepted.**

**WHEN CALLING THE ASSIST AMERICA OPERATIONS CENTER, BE PREPARED WITH:**

- Your name, telephone number and relationship to the patient
- Patient's name, age, gender, reference number and school
- Description of the patient's condition
- Name, location and telephone number of hospital, if applicable
- Name and telephone number of attending physician
- Information on where the doctor can be immediately reached