



Harvard University's International SOS Travel Assistance Program

What is International SOS?

International SOS provides 24-hour, worldwide emergency medical and security evacuation services:

- If you are traveling abroad and need medical care, Int'l SOS can provide it, or get you to a medical facility that can
- If you are in a dangerous location, Int'l SOS can help to get you out
- Additional services: see reverse, or go to <http://vpf-web.harvard.edu/rmas/index.html>

Who can use International SOS's services?

All registered Harvard students and all benefits-eligible Harvard employees traveling on University business or University-related activities.

Does International SOS replace my health insurance?

No! International SOS will arrange for or pay directly for your medical care in an overseas medical emergency. *However, International SOS will expect to be reimbursed for this payment, either by your insurance company or by you.* Therefore, before departure, all Harvard travelers should confirm with their health insurance provider that their policy is effective in the country to which they are traveling and find out if there are any out-of-network restrictions or extra expenses.

As a Harvard traveler, what do I need to do prior to my international trip?

1. Print out an Int'l SOS membership card at <http://vpf-web.harvard.edu/rmas/index.html> (The card shows Harvard's Int'l SOS ID number and phone numbers to call in an emergency.)
2. Contact your health insurance provider to confirm coverage in your destination country(ies).
3. Make sure your department or school is aware of your travel plans.
4. Strongly recommended: store travel and other pertinent information (e.g. emergency contacts) in the secure Int'l SOS Personal Travel Record. With your permission, Int'l SOS can access this information to aid emergency response and communication with family in emergencies. [To access Personal Travel Record: Go to www.internationalsos.com, enter Harvard Member ID number (11BSGC000038). Click on Personal Travel Record.]

Do I need to activate my membership?

No. Simply follow the instructions above to print your membership card. Keep the card with you, so you will have Harvard's Member ID number and contact numbers in an emergency.

What do I do in case of an overseas emergency?

Call Int'l SOS (collect where possible) at phone numbers on the back of the membership card.

Are there locations in which International SOS will not provide services?

Int'l SOS will attempt to provide emergency services anywhere in the world, but this may be impossible in extremely dangerous or unstable situations. Travelers should use caution when traveling in countries on the U.S. State Department's Travel Advisory List (http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html) and should contact their health insurance provider prior to travel to ensure coverage remains in force in these countries.

Summary of Harvard's International SOS Benefits

Reminder: International SOS is not international health insurance; it is a travel assistance program. Some services below may have additional charges* and costs associated with these services may be the responsibility of the traveler.

Medical Assistance Services
• 24-hour access to International SOS physicians who provide emergency and routine medical advice
• 24-hour access to International SOS Alarm Centers for medical information, referrals and emergency assistance
• Medical and dental referrals
• Emergency medical evacuation
• Medically –supervised repatriation
• Medical expense guarantee and payment*
• Arrange ground transportation and accommodation for accompanying family members*
• Assistance with documentation for insurance claims
• Dispatch of prescription medication and medical equipment*
Security Assistance Services
• Security evacuation assistance
• Access to security crisis center
Travel Assistance Services
• Legal referrals
• Emergency message transmission
• Lost document advice and assistance
• Advance of emergency personal cash*
• Emergency translation services
Online Information
• Country guidelines
• Travel Security Reports
• Email notifications

Harvard University Int'l SOS ID number

11BSGC000038

Registered Harvard students and benefits-eligible employees only

International SOS 24-Hour Alarm Centers

Within U.S.A. call	1-800-523-6586
Philadelphia (if traveling in North or South America)	1-215-942-8226**
London (if traveling in Europe, Africa, Middle East, or former Soviet Union)	44-20-8762-8008**
Singapore (if traveling in Asia, Australia, or Pacific Rim)	65-6338-7800 **

**call collect where available

Medical, Personal, Travel and Security Assistance



www.internationalsos.com