

Harvard's International SOS Travel Assistance Program

THIS INFORMATION SHEET EXPLAINS WHY YOU ARE RECEIVING AN "ISOS" CARD THAT YOU SHOULD CARRY WITH YOU WHEN YOU TRAVEL ON UNIVERSITY-RELATED ACTIVITIES. PLEASE READ CAREFULLY.

HARVARD UNIVERSITY HAS CONTRACTED WITH THE COMPANY INTERNATIONAL SOS TO PROVIDE 24 HOUR WORLDWIDE EMERGENCY MEDICAL AND EVACUATION ASSISTANCE FOR HARVARD STUDENTS TRAVELING ON UNIVERSITY-RELATED ACTIVITIES.

[Harvard I-SOS ID Card](http://vpf-web.harvard.edu/rmas/4_insurance/intnsos.html) (PDF download, PIN protected)
http://vpf-web.harvard.edu/rmas/4_insurance/intnsos.html

Be sure to print and keep with you at all times.

Q. What is International SOS?

A. International SOS provides you with emergency assistance services 24 hours a day designed to supplement and integrate with Harvard University services, procedures and policies.

- If you are in a dangerous location, International SOS can help to get you out
- If you are traveling abroad and need medical care, International SOS can provide it, or get you to a medical facility
- To learn about additional services and get more information, see reverse side of this page, and go to

http://vpf-web.harvard.edu/rmas/4_insurance/intnsos.html

You should always attempt to contact Harvard University emergency contacts first, who will advise you in case of an emergency. *The Harvard University Operations Center Number is 617-495-5560.* If they are not available and you need immediate assistance then proceed to contact International SOS.

Q. How do you contact International SOS?

A. Carry the International SOS membership card with you at all times. It includes the telephone numbers of the three major worldwide International SOS Alarm Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card.

Q. What do I need to do to use the program?

A. In order to utilize any of the medical or travel services listed under contract, call any SOS Alarm Center from anywhere in the world by calling directly, calling collect or calling the toll-free number. To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, sex, and nationality
- The school/department with which you are associated (i.e. Harvard College student organization)
- Your International SOS membership number: (Found on your ISOS card)
- The telephone number from which you are calling (in case you are disconnected)
- Your relationship to the member (if the person calling is not yourself.)
- Name, location, and telephone number of the hospital or clinic (when applicable)

IF YOU HAVE ANY QUESTIONS REGARDING HARVARD'S ISOS PROGRAM, PLEASE CONTACT HARVARD'S INSURANCE DEPARTMENT AT 617-495-7971.

PRIOR TO TRAVELING, CONTACT YOUR HEALTH CARE PROVIDER TO OBTAIN INFORMATION ON HEALTH INSURANCE, IN ORDER TO LEARN ABOUT SPECIFIC COVERAGE, LIMITATIONS, AND RESTRICTIONS FOR YOUR PROGRAM'S OUT-OF-SERVICE NETWORK.

University Health Services- Student Insurance: <http://huhs.harvard.edu/HealthnDentalPlans/StudentHealthIns0607.htm>

DEPENDING ON YOUR SPECIFIC SITUATION, INTERNATIONAL SOS WILL BE REIMBURSED BY YOUR INSURANCE, HARVARD UNIVERSITY, OR YOU.

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Please be aware that some of the services outlined below which International SOS provides have additional charges as indicated 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
- Case management
- Medical monitoring
- Outpatient medical expense guarantee and payment*
- Inpatient medical expense guarantee, cost review and payment*
- Dispatch of prescription medication and medical supplies*
- Arrange ground transportation and accommodation for accompanying family members*
- Assistance with documentation for health insurance claims
- Repatriation of mortal remains

Security Assistance Services

- Security evacuation assistance
- Access to security crisis center

Travel Assistance Services

- Legal referrals
- Lost documentation advice and assistance
- Advance of emergency personal cash*
- Emergency translation services

Online Information

- Country guidelines
- Travel Security Reports
- Email notifications on travel conditions

*Costs that are not covered by the traveler's health plan will be the responsibility of the traveler.