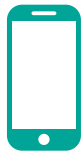


USING BERKELEY SHIP ABROAD

2023-2024



HOW TO CONTACT

How do I get assistance when traveling out of the country?

Academic Emergency Services (24/7/365)

- U.S & Canada: 855-873-3555 (toll free)
- All Other Locations: 1-610-263-4660
- Email: assistance@ahpcare.com

In a Medical **Emergency** – Go straight to the nearest Urgent Care Facility or Hospital, then call Academic Emergency Services.

Non-emergency medical or travel assistance service – Call Academic Emergency Services for assistance in locating a medical provider, hospital, or pharmacy. Academic Emergency Services will also assist with emergency prescription replacement, lost/stolen travel documents, lost baggage search, legal referrals/bail bond assistance, language translation services, and other travel-related assistance.



INFORMATION YOU NEED

Please provide the following information when calling:

1. Identify yourself as a UC Berkeley Student Health Insurance Plan Member.
2. Nature of your call and/or emergency. Be sure to provide contact information at your current location in the event Academic Emergency Services needs to call you back.



REIMBURSEMENT

What if I receive care or medicine outside of the U.S.?

1. You will need to pay upfront for your care and medicine.
2. Download a medical or prescription claim form at wellfleetstudent.com and submit by mail or fax. (Note: medical claims can also be submitted online through your Wellfleet account.)



MANAGE YOUR RX WHILE STUDYING ABROAD

If I will be out of the country for an extended period of time, can I get extra refills of a long-term or maintenance medication?

Yes, contact **Wellfleet Rx Pharmacy Help Desk at 877-640-7940** to request assistance in securing the appropriate amount of medication to cover the term of your travel. Please plan as early as possible to ensure the appropriate approvals are secured. As a reminder, the UHS Pharmacy offers reduced copays for most medications.

LEARN MORE AT UHS.BERKELEY.EDU/SHIP



aes

Academic
Emergency Services

We have you covered while studying or traveling away from home

To ensure you have immediate access to assistance if you experience a travel related crisis, we have included Academic Emergency Services (AES) in your Student Health Insurance Plan coverage. AES offers a wide range of services and benefits to provide everything you need to prepare for your international experience.



Academic Emergency Services provide solutions to small challenges.

Finding an adequate doctor in an unfamiliar location, getting a prescription filled when away from home, finding an interpreter quickly when you need to share or receive information, help in locating lost luggage or replacing a passport.



As well as during a critical crisis.

Ensuring adequate care is available locally if you need medical care or are hospitalized, and if it isn't, getting you emergency medical transportation to an adequate facility or to your home, or hospital nearest to your home, when medically advisable.



There are also services and benefits to help you and your family with expenses that you may not consider until faced with an emergency. We can get a family member or friend to you if you are hospitalized, get you home in the event you have an illness or death in the family, or return remains to your family in the unfortunate event of death.

Preparing for your time away from home is easy.

Simply visit the Academic Emergency Services portal at aes.myahpcare.com



As a participant in the student health plan, you have access to the following services and benefits:

Emergency Medical Evacuation, Repatriation and Emergency Family Assistance Services

- Medical Evacuation, Unlimited
- Medical Repatriation, Unlimited
- Repatriation of Mortal Remains, Unlimited; up to a maximum of \$3,000 for the immediate family to use for expenses associated with traveling to a funeral or actual funeral related expenses such as an urn, casket, coffin, burial or funeral expenses and up to a maximum of \$2,500 for air travel expenses for a family member/companion to join the insured's body during the repatriation
- Emergency Family Travel Arrangement for a family member or friend to visit student, up to \$10,000 with 3-day hospitalization, limit to \$300 per day for lodging and a limit to \$50 per day for daily meals
- Return of Dependent Children, up to \$5,000, if left unattended
- Emergency Family Reunion Arrangements, up to \$10,000, in the event of illness or death of family member

- Return of Personal Belongings, up to \$1,000 in the event of evacuation or death
- Accidental Death and Dismemberment, \$25,000

Medical, Travel, Safety, and Legal Assistance

- Pre-travel information portal
- Physician referrals outside of the U.S.
- Medical monitoring during an emergency evacuation to ensure adequate care
- Prescription assistance
- Luggage lost in transit
- Passport replacement assistance
- Emergency travel arrangements
- Emergency translation assistance and/or interpreter referral
- Legal referral

Additional Benefits

- Political Emergency and Natural Disaster Evacuation Coverage
- Emergency Family Travel, 3-Day Threshold

**Benefits and services described above are available when you are traveling over 100 miles from home or outside your home country, this 100 mile limitation does not apply to the Accidental Death & Dismemberment benefit and the Repatriation of Mortal Remains benefit.

Academic Emergency Services are available to you 24 hours a day, 7 days a week.

Simply call the number on the membership card to get access to knowledgeable assistance coordinators who will help you navigate any unfamiliar cultures or circumstances.

TAKE A SCREENSHOT OF THE CARD OR CUT IT OUT TO KEEP WITH YOU AT ALL TIMES.

GROUP ID:
GHS9999AHPCO

MEMBERSHIP TYPE:
GLOBAL MEDICAL & TRAVEL ASSISTANCE SERVICES



**Academic
Emergency Services**

ACADEMIC EMERGENCY SERVICES SUPPORT 24/7

To contact Academic Emergency Services from the U.S. or Canada, call toll-free: (855) 873-3555
To contact Academic Emergency Services from outside the U.S. or Canada, dial the country access code followed by: 1 (610) 263-4660
Country access codes can be found through local directory assistance or https://www.att.com/support_media/images/pdf/Country_Code_List.pdf.
If there is no access code, proceed with calling direct to: 1 (610) 263-4660

If you need medical or travel assistance, regardless of the nature or severity of your situation, please contact AES 24 hours a day / 7 days a week

TOLL FREE
1(855) 873-3555

OUTSIDE THE US
1(610) 263-4660

EMAIL
assistance@ahpcare.com

To obtain additional pre-travel information or advice, or in the event of a medical, travel or security crisis, call Academic Emergency Services immediately.

Terms, limitations and conditions apply to all services and benefits. Academic Emergency Services and AD&D coverage are underwritten by 4 Ever Life International Limited and administered by Worldwide Insurance Services, LLC, separate and independent companies from Academic HealthPlans, Inc.