Using the International SOS – Miami University Program
(For international travel only)

Program Benefits: Medical, Security and Travel Services (fees will apply or participant will be invoiced for related expenses, as noted by asterisk):

- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- * Emergency evacuation
- * Medically supervised repatriation
- * Companion ticket upon evacuation
- * Additional travel and accommodation arrangements after medical evacuation
- * Repatriation of mortal remains
- * Return home of minor children
- * Medical monitoring
- * Inpatient admission and identification of receiving physician
- * Outpatient medical expense guarantee and payment.
- * Inpatient medical expense guarantee, cost review and payment.
- * Dispatch of medication and medical supplies.
- Travel Services
- Legal referrals
- Emergency message transmission
- * Translations and interpreters.
- Lost document advice
- * Ground transportation and accommodations for accompanying family members.
- * Emergency personal cash advances.
- * International ISOS Clinics
- * Security Services
- * Security evacuation assistance
- Online travel security information
- Access to security crisis center
- Access to online Personal Travel Record

What is the role of International ISOS (ISOS)?
ISOS provides you with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with Miami University services, procedures and policies. One phone call connects you to the ISOS network of multilingual specialists for immediate help in an emergency. ISOS services are designed to help you with medical, personal, travel, security information and legal referrals when away from home. Call ISOS at any time to speak with a physician or security specialist about simple or critical matters.

What do I need to do to use the services and program?
Carry the ISOS membership card with you as you travel. It includes the telephone numbers of the three major worldwide ISOS Alarm Centers. In the event of an emergency, contact an ISOS Alarm Center from anywhere in the world by calling direct or collect, or when in the United States, using 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 program with which you are associated: Miami University and program name if applicable.
• Your ISOS membership number: 11BCAS000010
• The telephone number from which you are calling (in case you are disconnected)
• Your relationship to the member (if the person calling is not you)
• Name, location, and telephone number of the hospital or clinic (when applicable)
• Name, location, and telephone number for the treating doctor, and where the doctor can be reached (when applicable)

What if I have pre-trip questions about my travel destination or questions about the current status in that location?
In addition to calling the Alarm Center for any pre-trip questions you may have, you can access Country and Security Guides from this website: www.internationalsos.com. Use your membership number, 11BCAS000010, as your member login. The ISOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information.

Who is covered?
Travelers covered under this program include Miami students, volunteers, alumna and employees and immediate family (spouse, dependent children, or life partner) while abroad on Miami-related programs or business.

What if my card is lost or stolen?
Log on to the ISOS website (www.internationalsos.com) using your membership number, 11BCAS000010, and you can download a printable card from the home page. Or, send an email to MUGAP@MiamiOH.edu, and they will be able to supply you with an electronic or laminated version of the card. All Miami students and staff share the same number.

Is International ISOS the same as health insurance?
Although ISOS will offer you travel, medical and security advice and services, as well as on-line access to information which many insurance companies do not offer, International ISOS is NOT health insurance. Requests for reimbursement for medical care received while abroad should be submitted to your health insurance provider.

What if I need a doctor?
Students with HTH coverage will call HTH Worldwide as directed. Faculty and staff, or students who are directed to do so by HTH, will contact an ISOS Alarm Center. The ISOS Alarm Centers are listed on the back of your ISOS card.

What if I need a lawyer while overseas?
Call the nearest ISOS Alarm Center for legal referrals. If you are in a situation where you require legal assistance, the MU GAP coordinator should be informed of this immediately.

What if I need prescription medication?
If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication, ISOS will, when permissible by local law, send the needed medication to you. (Additional fees for the medication apply.)

What if I am hospitalized?
Students with HTH coverage will call HTH Worldwide as directed. Faculty and staff, or students who are directed to do so by HTH, will contact an ISOS Alarm Center. The ISOS Alarm Centers are listed on the back of your ISOS card. ISOS will immediately take steps to evaluate the care you are receiving and
determine what actions must be taken to ensure your safe and speedy recovery. ISOS will notify Miami University immediately if you have not already done so.

**Will ISOS pay medical bills?**
After a line of credit is opened in your name, ISOS will guarantee and pay all costs associated with your medical care. However, you are responsible for the costs of medical care. ISOS will also medically monitor and evaluate your condition and ongoing medical expenses during your hospitalization. In situations where medical care is critical, by activating ISOS you authorize medical care as necessary, and acknowledge that you will be billed for such care.

**What is security evacuation assistance and coordination?**
The ISOS Security Division will assist Miami University in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

**How do I access up-to-the-minute information about security alerts, warnings and the latest situations?**
Go to: www.internationalsos.com/members_home/Security/

ISOS 24-Hour Alarm Centers

- If calling from the US, Mexico, Central or South America: Philadelphia, PA
  - 24 hours: 1-215-942-8226 (call collect where available)
  - Within U.S.A. call: 1-800-523-6586
- If calling from Europe, CIS, Africa or the Middle East:
  - London, England
  - 24 hours: 44-20-8762-8008 (call collect where available)
- If calling from Asia, Australia or the Pacific Rim:
  - Singapore
  - 24 hours: 65-6338-7800 (call collect where available)
- Additional Alarm Center and Clinic contact information can be found at the ISOS website at http://www.internationalsos.com/world

**Miami University Member Number: 11BSGC0000**

If you have any questions, please contact Miami University’s Global Assistance Program Coordinator at MU-GAP@MiamiOH.edu or call 513-529-8600.