FOREIGN TRAVEL
EMERGENCY ASSISTANCE
FOR PLU EMPLOYEES AND STUDENTS

Pacific Lutheran University employees and students traveling outside the USA and Canada on university sponsored trips have access to the 24 hour emergency services program provided by Navigators Insurance Company and FrontierMEDEX.

- **Medical Assistance**
  - Medical and dental referral
  - Monitoring of treatment
  - Emergency medical evacuation
  - Facilitation of hospital payments

- **Travel Assistance**
  - Replacement of lost or stolen travel documents
  - Emergency travel arrangements
  - Translation services
  - Message transmittals

- **Pre-Travel Information**
  - Replacement of lost or stolen travel documents
  - Emergency travel arrangements

**Contact Information:**
Policy Holder: Educational & Institutional Insurance Administration (EIIA)
Pacific Lutheran University
FrontierMEDEX ID Number: 352191
1-800-527-0218 (within USA)
+1 410 453 6330 (international collect)
www.eiia.org/ForeignAssist

*Always contact the Wang Center* and your department head to report any incidents that occur while on university sponsored trips.

Wang Center: 253-535-7577
Campus Safety: 253-535-7441

*Medical coverage is for emergency injury or sickness during travel outside the U.S. and Canada*

*There is a $250 deductible per person per injury.*
($500 deductible for pre-existing conditions.)

Updated March 10, 2012 Office of Finance & Operations, Sue Liden
What to Do in the Event of an Emergency or if Medical Care is Required

It is recommended you make your phone calls in the following order:

1. Call the emergency number of the international director or call the host country equivalent of 911 for a serious and/or life threatening medical emergency.

2. **Call FrontierMEDEX for all emergency travel, accident and sickness assistance.**
   - i. 1-800-527-0218 (within USA)
   - ii. +1 410 453 6330 (international collect)

3. **Always ask for a claim number.**

4. Call the international office at your host institution or the PLU professor traveling with your group and provide them the claim number.

5. Call or email the Wang Center and provide them information about the incident and the claim number as soon as possible.
   - i. Wang Center: 253-535-7577
   - ii. Campus Safety: 253-535-7441

6. Call your family and give them the claim number.

Please have the following information when you call FrontierMEDEX:
- Name of caller, phone number, fax number, relationship to patient;
- Patient’s name, age, sex and policy number;
- A description of the patient’s condition;
- Name, location, and telephone number of hospital;
- Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
- FrontierMEDEX insurance information.

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Pacific Lutheran University
FrontierMEDEX ID Number: 352191

Keep a copy of this with you while you are traveling and give your parents a copy to keep at home in case of emergency.