



## GLOBAL EMERGENCY SERVICES

Members of LewerMark Student Insurance and their dependents have access to a unique global emergency assistance program provided by Scholastic Emergency Services (SES). This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling more than 100 miles away from your permanent residence, campus location, or in another country.







One simple phone call to SES will connect you to:

- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers














**Scholastic Emergency Services**  
an assist america® partner

# GLOBAL EMERGENCY SERVICES

## MEDICAL EMERGENCY SERVICES\*

-  **Medical Consultation, Evaluation & Referral**  
The 24/7 SES Operations Center is staffed by trained, multilingual assistance personnel who are available for medical consultations, evaluations and referrals to Western-trained physicians.
-  **Critical Care Monitoring**  
SES maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.
-  **Emergency Medical Evacuation**  
If appropriate care is not available near the member's location, SES will safely evacuate the member to the nearest facility that meets our rigorous standards.
-  **Hospital Admission Assistance**  
SES fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital.
-  **Medical Repatriation**  
When deemed medically necessary, SES provides transportation home or to a specified health facility with a medical or non-medical escort as required.
-  **Prescription Transfer or Replacement**  
When a prescription is lost or left behind, SES works with the prescribing physician and a local pharmacy to replace the member's medicine.

## NON-MEDICAL EMERGENCY SERVICES\*

-  **Compassionate Visit**  
SES will arrange and pay for a loved one to join a student who is traveling alone and is expected to be hospitalized for more than five days.
-  **Care of Minor Children**  
If a minor child(ren) is left unattended due to a member's medical emergency, SES will pay for the child(ren) to return home to a family member, or will arrange childcare locally or at home.
-  **Return of Mortal Remains**  
In the event that a member passes away, SES will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.
-  **Bereavement Reunion**  
SES will arrange and pay for a family member to travel to the location of the remains to accompany the remains back to the deceased member's place of residence.
-  **Return Home Due to Sibling/Parent's Death**  
If a member's sibling or parent dies, SES will arrange for the member to return home via economy air transportation or other appropriate transportation means.
-  **Return of Vehicle**  
If a member's vehicle, still in working-condition, is left away from home as the result of a medical emergency, it will be brought home safely via ground transportation.
-  **Emergency Trauma Counseling**  
SES provides immediate emergency telephonic trauma counseling, with follow-up referrals to qualified counselors either on site or upon return home.
-  **Lost Luggage & Document Assistance**  
SES works with airlines to recover lost bags, and replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.
-  **Interpreter & Legal Referral**  
SES can recommend trustworthy legal counsel and interpreter services in any country.
-  **Bail Bond Coordination**  
SES will assist in coordinating bail bond, wherever legally permissible, as required by the member. The sources of the funds is the responsibility of the member.
-  **Emergency Cash Advance**  
SES will assist in coordinating the transfer of emergency cash to a member. The sources of the funds is the responsibility of the member.
-  **Emergency Message Transmission**  
SES can receive and transmit emergency messages to or from home.
-  **Pre-Trip Information**  
Members can review country profiles, visa requirements, immunization regulations, security advisories directly from the Assist America website and Mobile App.

\*For a complete description of the services available to you, consult your service certificate provided by your plan administrator and/or by Scholastic Emergency Services. Services must be arranged by SES. Claims for reimbursement will not be accepted.