Aetna Student Health Description of On Call Services
2014-2015 Policy Year

The following is a detailed Description of Services for Participants enrolled in the On Call Program or Stand-Alone On Call Program.

Assistance services are available when traveling 100 or more miles from the Participant's Primary Residence or when traveling in a foreign country.

*Services rendered without On Call International's coordination and approval are not covered. No claims for reimbursement will be accepted. If the Member is able to leave the Member’s host country by normal means, On Call International will assist the Member in rebooking flights or other transportation. Expenses for non-emergency transportation are the Member’s responsibility.*

On Call phone number: 1-866-525-1956 or collect 1-603-328-1956

**EMERGENCY TRANSPORTATION SERVICES**

**Emergency Medical Evacuation:** If Participant suffers an unforeseen acute or life-threatening Sickness or Injury and the medical facility the Participant is currently in is not adequate to treat the Participant in the opinion of ON CALL’s Medical Director and the local attending Legally Qualified Physician, ON CALL will provide emergency evacuation (under medical supervision if necessary) by whatever means necessary to the nearest facility capable of providing adequate care or to the following options: a. Participant’s school campus; or, b. Participant’s Primary Residence/Home Country. The option would be chosen by the Participant. Services include arranging and paying for emergency transportation, related medical services and medical supplies necessarily incurred in connection with the emergency evacuation. **Only one Emergency Evacuation will be provided per Injury or Sickness.** ON CALL must coordinate and pre-approve all transportation arrangements for the benefit to apply.

**Medically Necessary Repatriation:** After initial treatment and stabilization while admitted in a hospital for a Sickness or Injury, if the local attending Physician and ON CALL’s Medical Director determine that it is medically necessary, ON CALL will transport the Participant back to either of the following options: a. Participant’s school campus; or, b. Participant’s Primary Residence/Home Country; for further medical treatment or to recover. Transportation must be by the most direct and economical route. Services include arranging and paying for emergency transportation and medical supplies necessarily incurred in connection with the repatriation. **Only one Medically Necessary Repatriation will be provided per Injury or Sickness.** ON CALL must coordinate and pre-approve all transportation arrangements for the benefit to apply.

**Repatriation of Deceased Remains:** In the event of a Participant’s death, ON CALL will render assistance and provide for the return of deceased remains. Services include arranging and paying for the following: location of a sending funeral home; preparation and transportation of the body from the site of death to the sending funeral home, to the airport and to the place of residence or to the place of burial; minimally necessary casket or air tray for transport; coordination of consular services (in the case of death overseas); procuring death certificates; and transport of the remains from the airport to the receiving funeral home. Other services that might be performed in conjunction with those listed above include: making travel arrangements for any traveling companions; identification and/or notification of next-of-kin. ON CALL must coordinate and pre-approve all transportation arrangements for the benefit to apply.

**Visit by Family Member or Friend:** If Participant is traveling alone and is hospitalized for more than seven (7) consecutive days, ON CALL will arrange and provide one person, chosen by the Participant, with round-trip economy class transportation to visit the Participant. ON CALL must coordinate and pre-approve all transportation arrangements for the benefit to apply.
Return of Traveling Companion: If a Participant’s traveling companion loses previously-made travel arrangements due to a delay caused by the Participant’s medical emergency or death, ON CALL will arrange one-way economy airfare to return the companion to his or her original departure point. Return of Traveling Companion is subject to a maximum coverage limit of $2,500. ON CALL must coordinate and pre-approve all transportation arrangements for the benefit to apply.

Return of Dependent Children: If Participant is hospitalized for more than seven (7) days leaving his/her dependent children unattended, ON CALL will arrange and pay for one-way economy class transportation to return the minor children who are under nineteen (19) years of age, and if necessary, accompany him/her/them with an attendant, up to a maximum coverage limit of $2,500. ON CALL must coordinate and pre-approve all transportation arrangements for the benefit to apply.

Emergency Return Home: Up to $2,500 for round-trip economy airfare to return a Participant to his/her family member’s bedside in the event of a death or life-threatening illness of your parent, child, sibling or spouse. If the benefit allows, On Call will also return the Participant to his/her program within 90 days of the departure date. All arrangements associated with Emergency Return Home are subject to verification of necessity. ON CALL must coordinate and pre-approve all transportation arrangements for the benefit to apply.

Bereavement Reunion: In the event a covered Participant dies while covered under the Program, ON CALL will arrange and pay for a family member to fly to the location of the deceased to identify and accompany the remains back to the Participant’s Home Country. Benefit is subject to a combined single limit of $2,500 for one round-trip economy class ticket.

Return of Personal Belongings: ON CALL will provide up to $1,000 toward shipment of personal effects to Participant’s home following an evacuation or death that prevents the Participant from returning to his/her study program. ON CALL must make all arrangements for the benefit to apply within 90 days of the evacuation or death.

MEDICAL ASSISTANCE SERVICES

Medical Referrals: ON CALL will assist Participants in finding physicians, dentists, and medical facilities.

Medical Monitoring: During the course of a medical emergency, ON CALL’s professional case managers, including physicians and nurses, will make sure the appropriate level of care is maintained or determine if further intervention, medical transportation, or possibly repatriation (return to Participant’s home country) is needed. ON CALL will provide case notification, both foreign and domestic, between the patient, family, physician and consulate as needed. ON CALL will continue to provide all necessary international claim coordination, to include hospital bill translation and interpretation, as needed.

Emergency Medical Payments: When it is necessary for a Participant to obtain necessary medical services, upon request, ON CALL will advance up to $5,000 in local currency to cover on-site medical expenses. The advance of funds will be made to the Medical provider after ON CALL has secured funds from the Participant or the Participant’s family. When necessary, ON CALL can provide Participants with a cash advance of up to $250 in local monies for medical emergencies with an acceptable guarantee of reimbursement from the Participant.

Replacement of Medication and Eyeglasses: ON CALL will arrange to fill a prescription that has been lost, stolen, or requires a refill, subject to local law, whenever possible. ON CALL will also arrange for shipment of replacement eyeglasses. Costs for shipping of medication or eyeglasses, or a prescription refill, etc., are the Participant’s responsibility.

Hotel Convalescence Arrangements: ON CALL can assist Participants with hotel arrangements if the Participant or Participant’s companion needs to convalesce in a hotel prior to or following medical treatment.
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**Medical Insurance Assistance:** ON CALL can assist Participants by coordinating notifications to medical insurers or managed care organizations, verifying policy enrollment, confirming medical benefits coverage, guaranteeing medical payments, assisting in the coordination of multiple insurance benefits, and handling claims paperwork flow.

**Prescription Drug Assistance:** When permitted by law and approved by the patient's Physicians, ON CALL will assist Participants in obtaining prescription drugs and other necessary personal medical items that may have been forgotten, lost or depleted while traveling.

**LEGAL ASSISTANCE**

**Legal Hotline and Referral Services:** ON CALL can assist in contacting a local attorney or the appropriate consular officer if a Participant is arrested or detained, involved in an automobile accident, or otherwise need legal help. ON CALL shall arrange for an initial telephone consultation with an attorney, without charge. If further legal assistance is needed, ON CALL can provide a referral to an attorney in the appropriate geographic area. Fees and costs charged by the referred attorney shall be the Participant’s responsibility. ON CALL will maintain communications with the Participant, his/her family, and employer until legal counsel has been retained by the Participant.

**Bail Bond Services:** ON CALL can assist in securing bail bond services in all available locations. Where permitted by law, ON CALL will provide students up to $1,000 in bail funds, if arranged by ON CALL’s international legal representative.

**BAGGAGE ASSISTANCE**

ON CALL can assist Participants in locating lost, stolen or delayed baggage. ON CALL will advise Participants of the proper reporting procedures and will help them maintain contact with the appropriate companies or authorities to help resolve the problem.

**PRE-TRIP ASSISTANCE**

*Available at anytime, not subject to 100-mile travel requirement.*

**Passport and Visa Information:** ON CALL can advise Participants of the required documentation to enter and depart foreign destinations.

**Health Hazards Advisory:** ON CALL can provide Participants with up-to-date travel advisories.

**Inoculation Requirements:** Medical entry requirements can be provided to Participants prior to their departure.

**Weather Information:** ON CALL maintains current information regarding weather conditions for both domestic and international travel destinations. This information will be provided to you through the ON CALL Global Response Center.

**Currency Exchange Information:** ON CALL can provide Participants with the daily currency exchange rate for a specified country.

**Consulate and Embassy Locations:** ON CALL maintains a complete listing of consulates and embassies. These locations are accessible to Participants by calling the ON CALL Global Response Center.

**Translation and Interpreter Services:** Professional translators and interpreters can be reached 24 hours a day to obtain translation or interpreter assistance services during emergency situations while traveling internationally.
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Travel Locator Service: Participants can contact the ON CALL Global Response Center 24 hours a day, seven (7) days a week, for assistance in locating hotels, airports, sports facilities, campgrounds, and tourist attractions.

TRAVEL ASSISTANCE SERVICES

Emergency Message Assistance: ON CALL can record emergency messages from Participants or emergency messages for Participants for 24-hour periods. These messages may be retrieved at anytime by the Participant, the Participant's family, or business associates.

Emergency Cash Assistance: ON CALL can assist Participants with emergency cash up to $500. Arrangements will be made through a friend, family member, business, or the Participant's credit card in the event of an emergency. All fees associated with the transfer or deliveries of funds are the Participant's responsibility.

Emergency Ticket Replacement: ON CALL can assist Participants in replacing lost or stolen airline tickets.

Emergency Card Replacement: ON CALL can assist you Participants with emergency card replacement if the Participant should experience a loss, theft, or damage to his/her credit card or membership card.

Assistance with Recovering Lost or Stolen Items: If a Participant has had luggage, documents, credit cards, or personal items lost or stolen, ON CALL will attempt to recover the items by contacting the appropriate parties. ON CALL will advise the Participant of its efforts as the search takes place. Direct costs of replacing the lost or stolen items are the Participant's responsibility.

Translator and Interpreter Referrals: ON CALL will provide Participants with referrals to local translators and interpreters in the case of communication problems which cannot be solved via telephone. Participants are responsible for the selection and payment of the translator or interpreter.

SECURITY ASSISTANCE

Up to $100,000 per Participant, per Event for Political Evacuation/Repatriation: If Participant requires emergency evacuation, which places him/her in Imminent Bodily Harm ON CALL shall arrange and pay for Participant's transportation to the nearest safe location. Once the Participant has been transported to the Safe Haven, ON CALL shall arrange and pay up to $100 per day, up to a maximum of three (3) days for reasonable accommodations related to lodging if Participant is delayed at a safe haven. ON CALL shall also arrange and pay for one-way economy airfare to return Participant to his/her Home Country or following a Political Evacuation. Economy airfare and lodging costs shall not exceed a combined single limit of $5,000 USD per participant.

If the contracted entity can arrange an alternate destination to continue studies within three (3) days of arriving at the Safe Haven, ON CALL will arrange and pay for one-way economy airfare to the alternate destination. Economy airfare must be equal to or less than the value of airfare ticket to the participant’s home or campus.

The method of transportation will be as deemed most appropriate to ensure his/her safety. If evacuation becomes impractical due to hostile or dangerous conditions, ON CALL will maintain contact with and advise Participant until evacuation becomes viable or the political or social upheaval has resolved.

Should commercial transportation be available, but transportation to the commercial transportation departure point will place Participant in Imminent Bodily Harm, ON CALL shall arrange and pay for his/her secure transport to the departure point. Fees for commercial transportation and/or change fees are the
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responsibility of the Participant once he/she reaches the departure point where normal commercial transportation is available.

Benefit is subject to the terms and conditions of the plan and as determined by ON CALL security personnel, in accordance with local and U.S. authorities.

**Up to $100,000 per Participant, per Event for Natural Disaster Evacuation/Repatriation:**
If Participant requires emergency evacuation due to a Natural Disaster, which makes his/her location Uninhabitable, or Participant’s specific location in the Host Country is deemed Uninhabitable by ON CALL Security Personnel, ON CALL will arrange and pay for evacuation from a safe departure point to the nearest safe location. ON CALL shall arrange and pay up to $100 per day up to a maximum of three (3) days for reasonable accommodations related to lodging if the Participant is delayed at a safe haven. ON CALL shall also arrange and pay for one-way economy airfare to return Participant to his/her Home Country following a Natural Disaster Evacuation. Economy airfare and lodging costs shall not exceed a combined single limit of $5,000 USD per Participant.

Participant must contact ON CALL as soon as possible after his/her Host Country issues the official disaster declaration, as delays may make safe transportation impossible. The method of transportation will be as deemed most appropriate to ensure Participant’s safety. If evacuation becomes impractical due to hostile or dangerous conditions, ON CALL will maintain contact with and advise the Participant until evacuation becomes viable or the natural disaster situation has been resolved.

Should commercial transportation be available, but transportation to the commercial transportation departure point will place Participant in Imminent Bodily Harm, ON CALL shall arrange and pay for his/her secure transport to the departure point. Fees for commercial transportation and/or change fees are the responsibility of the Participant once he/she reaches the departure point where normal commercial transportation is available.

**Return of Deceased Remains**
If a Participant dies as a result of a Political Upheaval or Natural Disaster, ON CALL will arrange for the return of the deceased remains, including embalming, necessary government authorization, and a container appropriate for transportation of the remains to the Participant’s place of residence.

*Services rendered without ON CALL’s coordination and approval is not covered. No claims for reimbursement will be accepted. If the Covered Person is able to leave the Covered Person’s host country by normal means, ON CALL will assist the Covered Person in rebooking flights or other transportation. Expenses for non-emergency transportation are the Covered Person’s responsibility.*

*Subject to ADDENDUM II - COVERAGES, LIMITS, UNCOVERED EXPENSES AND LIMITATIONS*
ADDENDUM II

COVERAGES, LIMITS, UNCOVERED EXPENSES AND LIMITATIONS

1. Participation:
   Participants of this Program are defined in the Travel Assistance Program Agreement, effective July 1, 2011.

2. The Following Security Benefits will be paid up to the Maximum Combined Single Limit (CSL) of $100,000 per Participant, per Event:
   - Political Evacuation/Repatriation up to $100,000 per Participant per Event
     - Combined Single Limit of $5,000 for a single One-way Economy Fare, airline ticket and reasonable lodging expenses not to exceed $100 per day subject to a maximum of three (3) days while the Participant is delayed at a safe haven.
   - Natural Disaster Evacuation/Repatriation up to $100,000 per Participant per Event
     - Combined Single Limit of $5,000 for a single One-way Economy Fare, airline ticket and reasonable lodging expenses not to exceed $100 per day subject to a maximum of three (3) days while the Participant is delayed at a safe haven.

3. The Above Security Benefits will be paid up to the Maximum of $1,000,000 Aggregate per Event for all schools with the security services product resold by Aetna Student Health.

4. Political/Natural Disaster Evacuation Triggers
   Political Evacuation/Repatriation and Return of Deceased Remains:
   As determined by ON CALL security personnel, in accordance with local and U.S. authorities if Participant cannot obtain commercial transportation to the nearest safe location within a time period which will enable the Participant to leave the Host Country in time to avert Imminent Bodily Harm or to comply with the time allowed to leave the Host Country pursuant to the orders of the recognized government of that Host Country. In addition to the above, one or more of the following triggers must occur:
   i. Officials of the Host Country or the embassy of the country with which the Participant is a national has issued for reasons other than medical, a recommendation that categories of persons which include the Participant should leave the Host Country; and/or
   ii. Participant is being expelled or declared persona non grata on the written authority of the recognized government of the Host Country; and/or
   iii. The Political and Military Events in the Host Country have created a situation in which the Participant is in danger of Imminent Bodily Harm to the extent that the Participant must be removed from the Host Country;

   Natural Disaster Evacuation/Repatriation and Return of Deceased Remains:
   As determined by ON CALL security personnel, in accordance with local and U.S. authorities if Participant cannot obtain commercial transportation to the nearest safe location within a time period which will enable the Participant to leave the Host Country in time to avert Imminent Bodily Harm or to comply with the time allowed to leave the Host Country pursuant to the orders of the recognized government of that Host Country. In addition to the above, one or more of the following triggers must occur:
   i. Officials of the Host Country, or the embassy of the country with which the Participant is a national, has issued for reasons due to the natural disaster situation, a
recommendation that categories of persons which include the Participant, should leave the Host Country;

ii. Participant’s location in the Host Country is deemed Uninhabitable by ON CALL security personnel

5. General Limitations:
All legal actions arising under this Agreement shall be barred unless written notice thereof is received by ON CALL within one (1) year from the date of event giving rise to such legal action. ON CALL cannot be held responsible for failure to provide services or for delays caused by strikes or conditions beyond its control including, but not limited to, flight conditions, or where rendering of service is prohibited by local laws or regulatory agencies.

Participant may be required to release ON CALL or any health care provider from liability during emergency evacuation and/or repatriation.

6. Medical Limitations, Exclusions and Definitions:
   i. ON CALL shall not provide services enumerated if the coverage is sought as a result of: involvement in any act of war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, and insurrection, military or usurped power; traveling against the advice of a Physician; traveling for the purpose of obtaining medical treatment; traveling in any country in which the U.S. State Department prohibits travel; the commission of or attempt to commit an unlawful act; mental or emotional disorders, unless hospitalized; participation as a professional in athletics; services provided for you for which no charge is normally made; travel within 100 miles of your Primary Residence, unless in a foreign country, or travel in a foreign location.

   ii. The services described above currently are available in every country of the world. Due to political and other situations in certain areas of the world, ON CALL may not be able to respond in the usual manner. It is your responsibility to inquire whether a country is "open" for assistance prior to your departure and during your stay.

   iii. ON CALL also reserves the right to suspend, curtail or limit its services in any area in the event of rebellion, riot, military uprising, war, terrorism, labor disturbance, strikes, nuclear accidents, acts of God or refusal of authorities to permit ON CALL to fully provide services.

   iv. If you request a transport related to a condition that has not been deemed medically necessary by a Physician designated by ON CALL in consultation with a local attending Physician or to any condition excluded hereunder, and you agree to be financially responsible for all expenses related to that transport, ON CALL will arrange but not pay for such transport to a medical facility or to your residence and will make such arrangements using the same degree of care and completeness as if ON CALL was providing service under this agreement. A waiver of liability will be required prior to arranging these transportation services.

   v. ON CALL shall not be responsible for any claim, damage, loss, costs, liability or expense which arise in whole or in part as a result of ON CALL’s inability to reach the authorized Client Contact person for any reason beyond ON CALL’s control or as a result of the failure and/or refusal of the Client to authorize services proposed by ON CALL.

All transportation benefits must be by the most direct and economical route possible.
Definitions for Medical and Travel Assistance Services Only:

“Injury” or “Injuries” means bodily harm caused by an Accident which: 1) occurs while coverage is in effect; and 2) requires examination and treatment by a Legally Qualified Physician.

“Accident” means a sudden, unexpected unusual specific event that occurs at an identifiable time and place, and shall also include exposure resulting from a mishap to a conveyance in which Participant is traveling.

“Home Country” means the country in which the Participant resided before taking up Sponsored Travel or Assignment or country in which they hold a valid passport.

“Sickness” means an illness or disease of the body which: 1) requires examination and treatment by a Legally Qualified Physician, and 2) commences while coverage is in effect. “Primary Residence” means the location in which the Participant resided within their Home Country before taking up Sponsored Travel or Assignment. “Sponsored Travel or Assignment” means the Participant is carrying out their occupational or academic related duties, research or study related to a participating school or university.

Political and Natural Disaster Evacuation/Repatriation Limitations and Exclusions:

ON CALL security personnel will determine the need for evacuation in consultation with local governments and security analysts. ON CALL may use any and all appropriate resources to evacuate the Participant including, but not limited to, charter aircraft, ground and sea transportation in such circumstances where the point of departure may not be an international airport. In the case that an evacuation is impossible due to hostile conditions, ON CALL will use security resources to maintain contact with the Participant, to the greatest extent allowed by circumstance, until evacuation becomes possible or the emergency is resolved.

In the event a covered Participant is in an area in which an act of rebellion, riot, military uprising, war, terrorism, labor disturbance, strike, nuclear accident, or interference by authorities inhibits ON CALL’s ability to fully provide services, ON CALL shall nonetheless use its best efforts to provide its services, recognizing that obstacles beyond its control will affect the level of service. ON CALL cannot be held responsible for failure to provide services or for delays caused by conditions beyond its control including, but not limited to, flight or weather conditions, strikes, unforeseen changes to airport regulations or restrictions, failure of Participant to comply with ON CALL’s recommendations, or where rendering of service is prohibited by local laws or regulatory agencies.

ON CALL must make all arrangements for the Participant. Services rendered without ON CALL’s coordination and approval are not covered. No claims for reimbursement will be accepted. If the Participant is able to leave his/her host country by normal means, such as changing a commercial airline ticket, ON CALL will assist in rebooking flights or other transportation. Expenses for non-emergency transportation are the responsibility of the Participant.

All legal actions arising under this Agreement shall be barred unless written notice thereof is received by ON CALL within one (1) year from the date of event giving rise to such legal action. ON CALL cannot be held responsible for failure to provide services or for delays caused by strikes or conditions beyond its
control, including but not limited to flight conditions, or where rendering of service is prohibited by local laws or regulatory agencies.

Upon request, ON CALL shall assist Participants on a fee-for-service basis for circumstances falling outside the above Terms and Conditions. ON CALL reserves the right, at its sole discretion, to request additional financial guarantees, pre-payment or indemnification from the Participant prior to rendering such services.

ON CALL shall not cover any services in connection with an event arising from or attributable to:

I. Violation by a Participant of the laws or regulations of the country in which the Covered Event takes place;
II. The failure of a Participant to properly procure or maintain immigration, work, residence or similar visas, permits or other documentation;
III. The Emergency Political Evacuation/Repatriation or Natural Disaster Evacuation/Repatriation of an International Participant who is in his or her Home Country or country in which they hold a valid passport;
IV. Any medical expenses incurred by a Participant;
V. The kidnap and/or ransom of a Participant;
VI. Any expenses not related to an Emergency Political Evacuation/Repatriation or Natural Disaster Evacuation/Repatriation, including expenses for transportation from the Host Country by normal commercial means;
VII. If a travel restriction has been lifted, any expenses related to Emergency Political Evacuation/Repatriation, when the Participant traveled to the Host Country 90 days following the U.S. State Department’s official declaration of the Political Event.
VIII. Any expenses related to Emergency Political Evacuation/Repatriation or Natural Disaster Evacuation/Repatriation, when the Participant traveled to the Host Country while officials of the Home Country or Host Country continued to recommend against travel to that location;
IX. Natural Disaster Evacuation/Repatriation when the natural disaster situation or the event directly giving rise to it precedes Participant’s arrival;
X. Participants who elects not to depart with evacuation arrangements coordinated by ON CALL. Coverage for that Participant is immediately terminated.
XI. Services rendered without the coordination and approval of ON CALL.
XII. Evacuations from Office of Foreign Assets Control (“OFAC”) listed countries
XIII. Evacuations from Afghanistan

Services rendered without ON CALL’s coordination and approval are not covered. No claims for reimbursement will be accepted. If the Covered Person is able to leave the Covered Person’s host country by normal means, ON CALL will assist the Covered Person in rebooking flights or other transportation. Expenses for non-emergency transportation are the Covered Person’s responsibility.

Definitions for Political/Natural Disaster Evacuation/Repatriation Services Only:

“Participant” means all members and their covered dependents who are eligible under a Covered Security Membership to receive assistance and transportation services from ON CALL.

“Combined Single Limit (CSL)” is the maximum amount ON CALL will pay.

“Covered Event” is the Emergency Political Evacuation/Repatriation or Natural Disaster Evacuation/Repatriation of a Participant. In order to qualify as a Covered Event, the Emergency Political Evacuation or Natural Disaster Evacuation must occur as soon as reasonably possible following the event or events set forth in the definitions of Emergency Political Evacuation/Repatriation
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and Emergency Natural Disaster Evacuation/Repatriation. The event or events shall be deemed to commence at the first manifestation of a political, military, or natural event in which the Participant is in danger of Imminent Bodily Harm.

Any Emergency Political Evacuation/Repatriation or Natural Disaster Evacuation/Repatriation, as a result of a Participant traveling to a Host Country within 90 days following the U.S. State Department’s official declaration of the Political or Natural Disaster Event or when the Participant traveled to the Host Country while officials of the Home Country or Host Country continued to recommend against travel to that location, shall in no way be considered a Covered Event.

“Covered Security Membership” is the membership agreement between ON CALL and Aetna Student Health under which ON CALL agrees to provide emergency evacuation services to the individual Participant (and his or her named family Participant(s), if applicable) who is (or are) traveling to a Host Country under the terms and conditions of the membership.

“Evacuation” is the transportation of the Participant from the Host Country to the nearest place of safety.

“Home Country” means the country in which the Participant resided before taking up Sponsored Travel or Assignment or a country in which they hold a valid passport.

“Host Country” is the country which the Participant has traveled to and which is not the Participant’s Home Country.

“Imminent Bodily Harm” means the existence of any condition or circumstance, which cannot be avoided through normal precautionary measures, and could reasonably be expected to cause death or serious physical harm to the Participant, if Participant were to remain in the affected area where the Political or Natural Disaster event has occurred.

“International Participant” means a non-US resident traveling outside of his/her Home Country and who are eligible under a Covered Security Membership to receive assistance and transportation services from ON CALL.

“Natural Disaster” means an event of natural cause, including wildfire, earthquake, windborne dust or sand, volcanic eruption, tsunami, snow, rain or wind, that results in widespread and severe damage such that the government of the Host Country issues an official disaster declaration and determines the affected area to be Uninhabitable.

Natural Disaster does not include the direct or indirect effect of rain, wind or water associated with named storms meeting the definition of hurricane or typhoon, except in instances where:

a. the path of the named storm deviates by a distance of greater than 200 miles within a 72 hour period from the path forecast by a national recognized meteorological service

b. or less than 72 hours’ advance notice of a potential landfall for a named storm exists.

“Political and Military Events” means civil unrest, rebellion, riot, military uprising or labor disturbances, strike, or a nuclear, biological, or chemical occurrence caused by terrorism.

“Repatriation” is the transportation of the Participant from the safe haven to the Participant’s Home Country.
“Return of Deceased Remains” is the return of a Participant's remains to his/her Home Country in the event the Participant dies as a result of bodily harm under the conditions set forth in the definitions of Emergency Political Evacuation/Repatriation or Natural Disaster Evacuation/Repatriation.

“Sponsored Travel or Assignment” means the Participant is carrying out their occupational or academic related duties, research or study related to a participating school or university.

“Uninhabitable” means Your Host Country location is deemed unfit for residence, as determined by ON CALL security personnel in accordance with U.S. and local authorities, due to lack of habitable shelter, food, heat and/or potable water AND no suitable supplemental housing is available within 100 miles of the disaster site.
Chickering Claims Administrators, Inc. (CCA) provides access to certain Accidental Death and Dismemberment (AD&D); Medical Evacuation/Repatriation (MER); Natural Disaster and Political Evacuation (NDPE); and Worldwide Emergency Travel Assistance (WETA) coverages and services through a contractual relationship with On Call International, LLC (On Call). AD&D coverage is underwritten by United States Fire Insurance Company (USFIC) dba Fairmont Specialty. MER, NDPE and WETA membership services are administered by On Call.

CCA and On Call are independent contractors and not employees or agents of the each other. Neither CCA nor any of its affiliates provides or administers ADD, MER, NPDE and WETA benefits/services and neither CCA nor any of its affiliates is responsible in any way for the benefits/services provided by or through On Call.

This material is for information only. Plans and programs provided through On Call contain exclusions and limitations. Review the Aetna Student Health Description of On Call Services document for conditions, limitations and exclusions. Information is believed to be accurate as of the production date; however, it is subject to change.

Aetna Student Health is the brand name for products and services provided by Aetna Life Insurance Company, Chickering Claims Administrators, Inc. and their applicable affiliated companies.