



**Academic  
HealthPlans<sup>SM</sup>**

**Academic HealthPlans and your school recognize the challenges you may face while studying or traveling away from home.**

To ensure you have immediate access to assistance if you experience a travel related crisis, Academic HealthPlans has 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, as well as get the help or information you need in a crisis, no matter how large or small.

**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 -**

Getting a family or friend to you if you are hospitalized or getting you home in the event you have an illness or death in the family, return of 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:**



**aes.myahpcare.com**

**Login: AHPAES  
Password: Student1**

**As a participant in the student health plan, you have access to the following services and benefits when you are traveling over 100 miles from home or outside your home country:**

**Emergency Medical Evacuation, Repatriation and Emergency Family Assistance Services**

- Emergency Medical Evacuation, Unlimited
- Medically Advisable Repatriation, Unlimited
- Return of Deceased Remains, Unlimited
- Visit by Family Members or Friend, up to \$5,000 with 3 day hospitalization
- Return of Dependent Children, up to \$5,000, if left unattended
- Emergency Return Home, up to \$2,500, in the event of illness or death of family member
- Bereavement Reunion, up to \$2,500, in the event of death
- 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
- Physician referrals
- Medical monitoring to ensure adequate care
- 24/7 Nurse Help Line
- Prescription assistance or medicine dispatch
- Lost luggage assistance
- Passport replacement assistance
- Emergency travel arrangements
- Translation assistance and/or interpreter referral
- Legal consultation and referral
- Emergency message transmittal

**Additional Benefits**

- Security/Political Evacuation Coverage
- Natural Disaster Evacuation Coverage
- Emergency Reunion 3 Day Threshold

**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. AES accepts all collect calls so you can always request to reverse the charges when calling from outside the U.S. If you are short on minutes, simply send an e-mail requesting a call-back.

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MEMBERSHIP TYPE  
Global Medical and Travel Assistance Services

To contact Academic Emergency Services from the U.S or Canada, call: (855) 873-3555

To contact Academic Emergency Services from outside the U.S. or Canada, dial the country access code followed by the collect number: 1 (410) 453-6354

AT&T country access codes can be found through local directory assistance or <http://att.com/traveler/>. If there is no access code, proceed with making a collect call.

**AES SUPPORT**

TOLL FREE 1(855) 873-3555  
COLLECT 1(410) 453-6354  
EMAIL [assistance@ahpcare.com](mailto:assistance@ahpcare.com)

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.

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

All services must be arranged and paid through the Academic Emergency Services program provider in order for the benefits to apply. There is no claim process for reimbursement of self-paid expenses, unless otherwise noted in program. Terms, limitations and conditions apply to all services and benefits.

## TRAVEL ASSISTANCE MEMBER ID CARD

### WORLDWIDE 24-HOURS A DAY

When traveling, you can now feel confident that you are in safe hands if an emergency arises. Academic Emergency Services Global Assistance provides medical and travel-related assistance services.

Always carry your Identification Card with you. Listed below are the telephone numbers to access the worldwide Academic Emergency Services Global Emergency Response Center network. When you call, be prepared to provide your ID number, university's name, your name and a description of the situation.

 <p><b>U.S. &amp; Canada 1-855-263-0565</b>  <b>Outside the U.S. Call Collect 1-410-453-6354</b>  <b>e-mail: <a href="mailto:assistance@ahcare.com">assistance@ahcare.com</a></b></p>	<p><b>GROUP ID: 902233094</b>  <b>Member Center Login:</b>  <b>Username: AHPAES</b>  <b>Password: Student1</b>  <i>(Case Specific)</i></p> 
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### How to Use These Services

- Always carry your member ID card with you when traveling in a foreign country.
- If you have a medical, travel or security problem, call the Emergency Response Center (ERC). If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling the ERC.
- Printed on your member ID card are toll-free phone numbers for the ERC. Call the number for the country in which you are located. If your current location is not listed, call the ERC, reverse charges accepted at +1-410-453-6354.
- When you call, be prepared with as much of the following information as possible: Your name, your university's name and ID number, a description of the situation, and a phone number to reach you.
- A multilingual Assistance Coordinator will render whatever assistance is necessary, and the Emergency Response Team will monitor your case until your Situation is resolved.



## FREQUENTLY ASKED QUESTIONS

### **When should I contact the Academic Emergency Services Global Emergency Response Center?**

Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that our team is there to help you with any type of problem regardless of the severity.

### **What if I am unsure of local medical facilities?**

Call us. If the medical management team determines that local medical facilities are inappropriate for treatment, we will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

### **What happens if I am hospitalized?**

It is important to notify us as soon as possible so that your treating physician can be contacted to assess your condition and treatment plans to ensure your safe recovery. We will then update those persons you want us to, as appropriate, and assist you until you have returned home or have received final treatment.

**Academic Emergency Services Global Emergency Response Center is located in Baltimore, Maryland, USA**  
Services provided by their dedicated provider.

**United States, Canada, Puerto Rico, US Virgin Islands, Bermuda: 1-855-263-0565**

**Call Collect: 1-410-453-6354**

If your international location is not listed or the call will not go through, call the 24-hour Academic Emergency Services Global Emergency Response Center - COLLECT 1-410-453-6354.

**All services must be arranged and paid through the Academic Emergency Services program provider in order for the benefits to apply. There is no claim process for reimbursement of self-paid expenses unless otherwise noted in program. Terms, limitations and conditions apply to all services and benefits.**

Country/Region	Phone Number(s)
Australia and Tasmania	1-800-127-907
Brazil	0800-891-2734
China(northern regions)	108888 * 800-527-0218
China(southern regions)	10811 * 800-527-0218
Dominican Republic	1-888-567-0977
France and Monaco	0800-90-8505
Germany	0800-1-811401
Hong Kong	800-96-4421
India	000-800-100-1603
Israel	1-809-41-0172
Italy, Vatican City and San Marino	800-877-204
Japan	00531-11-4065
Mexico	001-800-101-0061
Philippines	1-800-1-111-0503
Republic of South Africa	0800-9-92379
Singapore	800-1100-452
Spain and Majorca	900-98-4467
Switzerland and Liechtenstein	0800-55-6029
Thailand	001-800-11-471-0661
U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man	0800-252-074