

Here is your MEDEX Identification Card

WORLDWIDE 24-HOURS A DAY

When traveling for business or pleasure, you can now feel confident that you are in safe hands if an emergency arises. MEDEX provides medical and travel-related assistance services.

Always carry your MEDEX Identification card with you. Listed on the back of the card are the telephone numbers for the worldwide MEDEX network. When you call MEDEX, be prepared to provide your group number, organization's name, your name and a description of the situation.

MEDEX PORTFOLIO OF SERVICES:

MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals
Close Monitoring of Treatment
Facilitation of Hospital Payment Guarantees and Admission/Discharge Planning
Dissemination of Insurance Information to Medical Providers
Emergency Vaccine and Blood Transfers
Replacement of Prescription Medications
Replacement of Corrective Lenses and Medical Devices
Dispatch of Doctors and Specialists
Coordination of Medical Records Transfer
Continuous Updates to Family, Employer and/or Home Physician as Requested
Coordination of Hotel Arrangements for Convalescence

MEDICAL TRANSPORTATION SERVICES

Emergency Medical Evacuations
Medically Supervised Repatriations
Repatriation of Mortal Remains

TRAVEL ASSISTANCE SERVICES

Pre-travel Information
Coordination of Emergency Travel Arrangements
Coordination of the Return of Dependent Children/
Traveling Companions
Coordination of Transportation to Join a Hospitalized Member

PERSONAL ASSISTANCE SERVICES

Emergency Transfer of Funds
Assistance with the Replacement of Lost or Stolen Travel Documents
Emergency Translation Services
Referrals to Interpreters
Referrals to Attorneys/Bail Bond Assistance
Emergency Message Transmittals
Coordination of Vehicle Return
Coordination of Emergency Pet Housing and/or Pet Return
Referrals to Specialized Security Providers

FREQUENTLY ASKED QUESTIONS:

WHO IS MEDEX? Since 1977, MEDEX has been assisting travelers worldwide by utilizing highly trained, multi-lingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.

WHEN SHOULD I CONTACT MEDEX? 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 MEDEX is there to help you with any type of problem regardless of the severity.

WHAT IF LOCAL MEDICAL FACILITIES ARE INADEQUATE? If, through its medical management, MEDEX determines that local medical providers are inappropriate for treatment, MEDEX 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 MEDEX as soon as possible. MEDEX will immediately contact your treating physician to assess your condition and treatment plans to ensure your safe recovery. MEDEX will then update your family, employer/organization and personal physician as appropriate. MEDEX will assist you until you have returned home or have received final treatment.

Detach and carry with you at all times.



MEDEX Assistance
Global Solutions
www.medexassist.com

I.D. No.: _____ Group No.: _____

Name: _____

Valid Dates: _____



NOTICE TO PHYSICIANS/HOSPITALS: CALL MEDEX IMMEDIATELY FOR BENEFITS VERIFICATION AND PROCEDURES. CALL 24 HOURS A DAY (MULTILINGUAL).
If you do not have access to a phone, email for assistance: operations@medexassist.com

MEDEX ASSISTANCE COORDINATION CENTER:

United States, Baltimore, MD – (1) 410-453-6330

If your location is not listed or the call will not go through, call the 24-hour Coordination Center COLLECT.

TOLL FREE ACCESS* - The numbers below must be dialed from within the country.

| | | | |
|-------------------------------------|----------------------------|---|---------------------|
| Australia and Tasmania: | 1-800-127-907 | Mexico: | 001-800-101-0061 |
| Austria: | 0-800-29-5810 | Netherlands: | 0800-022-8662 |
| Belgium: | 0800-1-7759 | New Zealand: | 0800-44-4053 |
| Brazil: | 0800-891-2734 | Philippines: | 1-800-1-111-0503 |
| China (northern regions): | 108888-800-527-0218 | Portugal: | 0800-84-4266 |
| China (southern regions): | 10811-800-527-0218 | Republic of Ireland (Eire): | 1-800-409-529 |
| Egypt (inside of Cairo): | 510-0200-1-877-569-4151 | Republic of South Africa: | 0800-9-92379 |
| Egypt (outside of Cairo): | 02-510-0200-1-877-569-4151 | Singapore: | 800-1100-452 |
| Finland: | 0800-114402 | South Korea: | 00798-1-1-004-7101 |
| France and Monaco: | 0800-90-8505 | Spain and Majorca: | 900-98-4467 |
| Germany: | 0800-1-811401 | Switzerland and Liechtenstein: | 0800-55-6029 |
| Greece: | 00-800-4412-8821 | Thailand: | 001-800-11-471-0661 |
| Hong Kong: | 800-96-4421 | Turkey: | 00-800-4491-4834 |
| Indonesia: | 001-803-1471-0621 | U.K., N. Ireland, Isle of Jersey and Isle of Man: | 0800-252-074 |
| Israel: | 1-800-941-0172 | United States, Canada, Puerto Rico, US Virgin Islands, Bermuda: | 1-800-527-0218 |
| Italy, Vatican City and San Marino: | 800-877-204 | | |
| Japan: | 00531-11-4065 | | |