

FrontierMEDEX Travel Assistance

For Yale faculty, staff & students while traveling:

- on business or for pleasure
- more than 100 miles from permanent residence
- 24 hr / 365 days a year



Yale

Group #: YALE

FrontierMEDEX ID #: 364416

Notice to Physicians/Hospitals: Call FrontierMEDEX 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@frontiermedex.com | www.frontiermedex.com

HOW TO USE FRONTIERMEDEX

When you call FrontierMEDEX, please be prepared with the following information:

1. Name, telephone number, relationship to patient
2. Patient's name (the group number is "YALE")
3. A description of the emergency or patient's condition
4. Name, location and telephone number of hospital
5. Name and telephone numbers for the treating doctor; how and when the doctor can be reached
6. Patient's healthcare insurance information

WHAT TO DO IN AN EMERGENCY

Emergency Telephone Numbers

FrontierMEDEX: 1-410-453-6330 (call collect) or use the in-country numbers listed on this ID card

Yale 24-hour Security Office: 1-203-785-5555

University Health Services: 1-203-432-0123

If you encounter an emergency while traveling, take the following steps:

MEDICAL Emergencies

1. Where serious injury or illness has occurred, immediately seek medical treatment at the closest medical facility.
2. Contact FrontierMEDEX to verify that you are in an appropriate facility. If medical service is not available nearby, or if you don't know where to go, contact FrontierMEDEX for advice. FrontierMEDEX will provide and coordinate assistance, monitoring your situation until it has been stabilized or resolved.
3. Call Yale 24-hour Security Office. Yale Security will contact the Secretary's Office which will contact your Program or Department if necessary.
4. Notify University Health Services or your personal health care provider.
5. Contact the nearest U.S. Consular Service or U.S. Embassy.

SECURITY, POLITICAL or PANDEMIC Emergencies

When an emerging security, political or pandemic situation exists, or when your personal safety is at risk, take the following steps:

1. Contact FrontierMEDEX to alert them of your situation and request assistance.
2. Call Yale 24-hour Security Office.
3. Contact the nearest U.S. Consular Service or U.S. Embassy.

Note: If you are unable to make multiple telephone calls, ask FrontierMEDEX to make the additional calls for you.

ATTENTION MEDICAL PERSONNEL OR POLICE

In medical emergencies, assistance will be provided to the individual holding this card as well as their legal dependents traveling with them.

En emergencias médicas, la ayuda será proporcionada al individuo que sostiene esta tarjeta y a los dependientes legales que viajan con él.

Lors d'urgences médicales, l'aide sera fournie à l'individu porteur de cette carte et aux personnes à charge qui voyagent avec lui.

FrontierMEDEX Emergency Response Center:

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

TOLL FREE ACCESS - The numbers below must be dialed from within the country
If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center COLLECT

Australia	1 800 127 907	Mexico	001 800 101 0061
Brazil	0800 891 2734	Philippines	1 800 1 111 0503
China (northern)	108888*800 527 0218	Singapore	800 1100 452
China (southern)	10811*800 527 0218	South Africa	0800 9 92379
Dominican Republic	1 888 567 0977	Spain	900 98 4467
France	0800 90 8505	Switzerland	0800 55 6029
Germany	0800 1 811401	Thailand	001 800 11 471 0661
Hong Kong	800 96 4421	U.K.	0800 252 074
Israel	1 809 41 0172	U.S. & Canada	1 800 527 0218
Italy	800 877 204		
Japan	00531 11 4065	Or Call Collect	+1 410 453 6330

* Dial the first portion of phone number, wait for tone, and then dial remaining numbers.

For a complete list, go to the FrontierMEDEX website or your company's Member Center (if eligible).

SERVICES PAID FOR BY MEDEX

Emergency Medical Evacuation
Medically Supervised Return after Stabilization
Return of Dependent Children and Pets
Transportation to Join Member when Hospitalized
Repatriation of Mortal Remains
Security or Political Evacuation & Transportation

OTHER SERVICES

Medical Assistance Services

Worldwide Medical and Dental Referrals
Facilitation of Hospital Payment Guarantees
Dissemination of Insurance Information to Medical Providers
Coordination of Medication, Vaccine and Blood Transfers
Monitoring of Treatment
Assistance in Replacing Corrective Lenses/ Medical Devices
Dispatch of Doctors and Specialists

Medical Records Transfer

Continuous Updates to Family, Home Physician, and Yale
Hotel Arrangements for Convalescence

Travel Assistance Services

Pre-travel, Safety, Health & Security Information
Emergency Travel Arrangements
Emergency Transfer of Funds
Assistance in Replacing Lost or Stolen Travel Documents
Legal Referrals/Bail Bond Assistance
Translation Services

FrontierMEDEX Intelligence Member Center Access

To login, go to the Yale Risk Management website at:

www.yale.edu/finance/controller/riskman/programs/medex.html

The information on this ID card is intended to provide a brief outline of services provided. Complete program details, coverage terms, conditions and exclusions and instructions for dependents are found in the FrontierMEDEX Description Guide at the website listed above.

Note: FrontierMEDEX Travel Assistance is not health or travel insurance.

IMPORTANT TELEPHONE NUMBERS

Yale 24-hour Security Office: 203-785-5555

University Health Services: 203-432-0123

Personal Healthcare Provider Name/Phone: _____

Yale P-Card-JPMC: 24 hr: 800-316-6056; Yale: 203-432-3227

Orbitz for Business: (Outside U.S.) (001) 1-312-596-1472

(U.S.) 1-800-320-2158

Yale Dean or Bus. Mgr. Name/Phone: _____

Emergency Contact Name/Phone: _____

US Consular Service/Embassy/Phone: _____

Other: _____