



# Travel Assistance Program

Carnegie Mellon University  
Highmark Student Health  
Insurance Plan

## 24/7 Travel and Medical Assistance

With one simple phone call, you will be connected to multilingual assistance coordinators and medical professionals to assist you when away from home.

Whether it's needing a referral for a doctor or arranging a medical air evacuation, you have immediate access to a broad range of travel assistance services.

Anytime, anywhere.

### Contact us

24 hours, 7 days a week

If you have questions about the services or require assistance, contact us:

Within the U.S.

**1-888-647-5637** (toll-free)

From anywhere in the world

**+1-630-766-7799** (collect)



## Travel Assistance Program

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### Call AXA Assistance if you require:

- Medical and dental referrals
- Medical evacuation or repatriation
- Hospital admission and critical care monitoring
- Dispatch of prescription medication
- Lost document and luggage assistance
- Emergency cash and bail assistance
- General travel information

THIS IS NOT A MEDICAL INSURANCE CARD.  
ALL SERVICES MUST BE AUTHORIZED AND PROVIDED BY AXA ASSISTANCE USA, INC.  
NO REIMBURSEMENTS WILL BE ACCEPTED



Just a phone call away,  
assistance services can be accessed worldwide  
24 hours a day, 7 days a week, 365 days a year

## Medical assistance

### Medical and Dental Referrals

With a worldwide network of providers at our fingertips, this service is able to offer you referrals to primary care physicians, dentists, clinics and hospitals.

### Coordinate Hospital Admission

This service will assist with pre-certification for admission and elective outpatient surgical intervention. In the event that a hospital does not recognize your medical insurance, we will assist in guaranteeing hospital admission for you or your dependents by validating your health coverage and/or assisting with arrangements to advance funds.

### Critical Care Monitoring

During your hospitalization, our medical professionals will remain in regular communication with the treating facility to monitor your care.

### Emergency Medical Evacuation

Whenever adequate medical facilities are not available locally, our medical professionals will recommend and arrange the appropriate method of transportation, equipment and personnel to evacuate you to the nearest facility capable of providing proper care.

### Medical Repatriation

If you need medical assistance to return home, our medical professionals will determine the appropriate transportation method and assist with all necessary travel arrangements based upon your medical condition.

### Transportation to Accompany Patient

If you are traveling alone and expected to be hospitalized for more than seven days, this service will provide round-trip common carrier transportation to the place of hospitalization for a designated family member or companion.

### Return of Travel Companion

In the event that you need to be medically evacuated or repatriated, this service will arrange for a family member or companion who is traveling with you, to escort you to your destination.

### Return of Dependent Children

If a minor child is left unattended as a result of an accident or illness, this service will provide assistance with arranging transportation, with attendants if required, to return home.

### Return of Mortal Remains

This service will arrange the transportation and offer reasonable assistance in legal formalities, for the return of mortal remains.

### Dispatch of Prescription Medication

If you forget or lose a prescribed medication, this service will assist with replacement medication. This service is also available for medical devices and eye glasses.

## Travel assistance

### Lost Document and Article Assistance

This service will assist with arrangements to replace or forward copies of lost or stolen documents, including passports, driver's licenses and credit cards, as well as assist with procedures to file loss reports and to recover lost or stolen articles such as luggage.

### Emergency Cash and Bail Assistance

If your wallet is stolen, this service can help arrange an emergency cash advance. This program can also provide assistance in obtaining bail bonds, where available.

### Legal Referrals

This service will provide referrals to an interpreter or legal personnel to you as necessary.

### Urgent Message Relay

This service will relay emergency messages on the your behalf.

### General Travel Information

Before you travel, this service will provide information about visa, passport, immunization requirements and local customs. You can also obtain 24-hour pre-departure information on weather, currency or holidays over the phone.

## Program Terms

Individuals with a Highmark Student Health Insurance Plan have access to the travel assistance program. Services are available when traveling more than 100 miles away from home. The travel assistance program duration may vary; contact your university or call AXA for duration terms.

Assistance services are not available for any sickness, loss or injury that is caused by, or results from:

- Normal childbirth, normal pregnancy (except complications of pregnancy) or voluntary induced abortion
- Mental or nervous conditions, unless hospitalized
- Traveling against the advice of a medical professional
- Traveling for medical treatment

Emergency medical evacuation, medical repatriation, return of mortal remains, visit of a family member or friend, return of travel companion and return of dependent children services include the arrangement and payment for any reasonable and customary charges determined by AXA Assistance USA, Inc. All additional costs would be the responsibility of the member. Services will be provided as permitted under applicable law. Services must be authorized and arranged by AXA Assistance USA, Inc. designated personnel to be eligible for this program. The maximum benefit is \$500,000 per member per trip.

**No reimbursements for out-of-pocket expenses will be accepted.**

Reach AXA anytime.

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