International Travel and Your Benefits

If you need healthcare while outside the United States, PacificSource has you covered.

Always Carry Your PacificSource Identification Card.

Contact PacificSource if Hospitalized
If admitted to a hospital, you or your authorized representative must notify our Health Services Department at (541) 684-5584 as soon as possible. Use country code 001 from outside the United States.

Obtain an Itemized Bill for the Services You Receive
The bill needs to include an itemized list of all services performed. The bill should also include the date on which the services were received, and it should state a diagnosis. The bill needs to include fees charged for services.

Pay for the Services Yourself
PacificSource will reimburse you for the itemized services that are covered under your plan, up to the level specified by your plan.

Have Information Translated Into English if Possible
This will speed up the reimbursement process. However, if you are unable to have the information translated, PacificSource will have it done by our translation service.

Submit the Claim to PacificSource
Mail or fax your itemized bill for services to us. Make sure to include the name of the member who received services, along with the group number and ID number of the member.

Out of the Country Services May Require Preauthorization
Medical services received while outside the United States, except unexpected illness or injury while traveling or residing out of the country, require preauthorization from the PacificSource Health Services Department and may not be covered. Please see your plan materials for more information or call Health Services at (541) 684-5584.

When you’re planning a vacation or business trip, the last thing you need to worry about is what will happen if you need medical attention away from home. This is information you’ll need to use your PacificSource benefits while abroad.
Please cut out this card, fold it in half, and carry it in your wallet for easy access!

Using your PacificSource benefits when traveling outside of the United States:

- Obtain an itemized bill for services you receive.
- Pay for the services yourself.
- Have information translated into English if possible.
- Submit the claim to PacificSource.
- PacificSource will assign CPT codes, obtain the exchange rate for the date of service, process the claim, and send the reimbursement to you.

Mail your claim to:
PacificSource
Claims Department
PO Box 7068
Springfield OR 97475

Fax your confidential claim to:
(541) 225-3634*

If you have questions, please call:
(541) 686-1242 or (888) 691-8209*
*Use country code 001 from outside the United States.

Assist America®, When traveling more than 100 miles from home, Assist America can help ensure you get the care you need should you have a medical emergency. For complete details see the Assist America flier at PacificSource.com.

Key services include medical consultation, evaluation and referral, hospital admission guarantee, emergency medical evacuation, critical care monitoring, medical repatriation, prescription assistance, and emergency message transmission.

For additional details, see our Assist America flier or visit PacificSource.com/find-a-provider/benefits-when-traveling.aspx.

If you have questions, you are welcome to contact our Customer Service Department at 800.688.5008 or email cs@pacificsource.com.
Global Emergency Services
provided by
Scholastic Emergency Services
an assist americapartner

One simple phone call to the number on your Scholastic Emergency Services (SES) identification card will connect you to:

- A state-of-the-art Operations Center
- Worldwide response capabilities
- Experienced crisis management professionals
- Air and ground ambulance service providers

SES completely arranges and pays for the assistance services it provides without limits on the cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home or campus.

SES is not insurance, rather it is a provider of global emergency services.* SES services do not replace medical insurance during emergencies. All medical costs incurred should be submitted to your health plan and are subject to the policy limits of your health coverage.

Key Services

- Medical Consultation, Evaluation and Referral
- Hospital Admission Assistance
- Emergency Medical Evacuation
- Medical Monitoring
- Medical Repatriation
- Prescription Assistance
- Compassionate Visit
- Care of Minor Children
- Return of Mortal Remains
- Emergency Trauma Counseling
- Lost Luggage Assistance
- Interpreter & Legal Referrals
- Pre-trip Information
- Return of Vehicle

And much more...

*All services must be arranged and provided by SES. No claims for reimbursement will be accepted. The SES services in this brochure are only intended to serve as a general overview of the emergency travel assistance services available. The services available to you through your plan may vary from what is listed in this brochure. For a complete description of the services that are provided to you by your plan, please consult your service certificate provided by your school’s program administrator and/or the fulfillment material provided by SES.

Please detach card and carry with you at all times.

Scholastic Emergency Services
an assist americapartner

Reference Number 01-SES-PSH-08153

If you require medical assistance and are more than 100 miles from your permanent residence, campus, or in another country, call the SES Operations Center at:

1-877-488-9833 (inside USA)
+1-609-452-8570 (outside USA)

Or email at: medservices@assistamerica.com

Attention: This card is not a medical insurance card. All services must be provided by SES. No claims for reimbursement will be accepted. The holder of this card is a member of SES and is entitled to its medical and personal services.
Conditions & Exclusions

Conditions
SES will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

SES will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home
- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

Exclusions

- Trips exceeding 120 days from legal residence or campus without prior notification to SES (separate purchase of Expatriate coverage is available)

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. SES is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control of SES. SES is not responsible or liable for any malpractice committed by professionals rendering services to a member.

Contact Information

For more information about the program contact:

PacificSource Health Plans/PacificSource Administrators
110 International Way
Springfield, OR 97477
Telephone: 800.624.6052
Website: PacificSource.com

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Please detach card and carry with you at all times.

Please provide the following information when you call:

- Your name, telephone number and relationship to the patient
- Patient’s name, age, gender, reference number and school
- Name, location and telephone number of hospital or treating doctor if applicable

Scholastic Emergency Services
an assist america® partner