



### How can On Call International help?

Contact the Global Response Center if you experience a medical, personal, travel or safety problem or crisis. The UT System has partnered with On Call to provide access to immediate support should you experience any challenges when you are traveling. On Call provides you with a resource experienced in navigating through any crisis and making sure you can continue your trip, or get home safely. On Call assists during critical emergencies such as illness or injury that may require an evacuation or during a political or natural disaster event that may threaten your safety. On Call also assists with smaller problems you may not realize you have a resource for. Review a summary of services on the following pages.

**If you are, or will be, hospitalized following an accident or illness that occurs while traveling,** contact the On Call Global Response Center as soon as possible. On Call will guarantee payment of your medical expenses whenever possible\*. In the event the medical facility you are in is not adequate to treat you, On Call will arrange for your medically supervised evacuation to the closest appropriate facility.

**If you need an outpatient or physician appointment for an accident or illness,** you can contact the On Call Global Response Center to make an appointment and guarantee payment of your medical expenses prior to your visit whenever possible\*. [Learn more about getting medical care abroad HERE.](#)

**In the event of a political or natural disaster event which threatens your safety,** contact On Call immediately. You will be connected to a security professional who can provide immediate advice to maintain safety and then assess your situation to determine appropriate next steps.

**In you would like to speak with a counselor,** contact On Call immediately. You will be connected 24/7 to a mental or behavioral health professional and can schedule additional tele-counseling included in the program. [Learn more about tele-counseling services HERE.](#)

### Helpful Information

- ✓ If you have access to a landline, ask the operator to connect you to On Call and reverse the charges; On Call accepts all collect calls.
- ✓ If you are utilizing a mobile phone and have any issues making an outgoing international call but have internet, [use Live Chat to get direct access to an assistance coordinator](#). You can also email or text the Global Response Center and request a return call.
- ✓ Contact On Call for payment and arrangement of all Services that involve transportation arrangements, these services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.
- ✓ On Call is not a first responder If you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 9-1-1 to get local response.

\*Faculty/Staff: International medical expenses are not provided by this program, only coordination of services. BC/BS has an out of network deductible, but has agreed to waive the deductible, and pay necessary medical expenses for emergent treatment if On Call is called first to coordinate, monitor, and pay for care. (Please note, this does not include elective or routine medical procedures).

GENERAL DISCLAIMER: References to coverage for insured participants covered under Policy Number INT06884 is included here. This is not a contract of insurance. Coverage is governed by an insurance policy issued to University of Texas System. The policy is underwritten by HDI Global Specialty SE, UK Branch. Complete information on the insurance is contained in the Certificate of Insurance on file with The University of Texas System. If there is a difference between this program description and the certificate wording, the certificate controls.