

Redpoint Emergency Travel Assistance Services

Travel Assistance	Services for Student Health Benefit Plan, Graduate Assistant Health Plan and Residents, Fellows and Interns Health Plan enrollees	Services for Residents, Fellows and Interns enrolled in Basic Life Insurance only
Medical Evacuation and Medical Repatriation (Transportation After Stabilization) Services		
Emergency medical evacuation	Redpoint arranges; BCBS/HP pays	Redpoint arranges; Participant pays
Transportation after stabilization from hospital to home or medical facility	Redpoint arranges; BCBS/HP pays	Redpoint arranges; Participant pays
Transportation to join a hospitalized member	Redpoint arranges and pays up to \$5,000. Available when the traveler is evacuated and hospitalized for 7 days or longer.	Redpoint arranges and pays up to \$5,000. Available when the traveler is evacuated and hospitalized for 7 days or longer.
Return of dependent children	Redpoint arrange and pays up to \$5,000 for all children	Redpoint arranges and pays up to \$5,000 for all children. Available when the traveler is evacuated and hospitalized.
Return of mortal remains to home country	Redpoint arranges and pays up to \$50,000	Redpoint arranges and pays up to \$50,000; Redpoint must arrange in order to pay for the benefit
Medical Assistance Services		
Medical/dental referrals	Redpoint referral	Redpoint referral
Inpatient medical expense guarantee and payment	Participant is expected to pay for services and file claim with BCBS/HP. In limited circumstances, Redpoint may make payment guarantee or actual payment.	Not applicable
Medical (treatment) monitoring	Redpoint service	Redpoint service
Assistance with insurance claims forms	Redpoint service	Redpoint service
Transport of medication, vaccine, blood and medical supplies	Redpoint arranges; BCBS/HP pays	Redpoint service; Participant pays for service
Dispatch of doctors/specialists	Redpoint arranges; BCBS/HP pays	Redpoint service; Participant pays for service
Transport of medical records, documents, and studies	Redpoint arranges; BCBS/HP pays	Redpoint service; Participant pays for service
Updates to family, employer, and home physician	Redpoint service as requested	Redpoint service as requested

Hotel arrangements for recovery or recuperation	Redpoint arranges; BCBS/HP pays	Redpoint service; Participant pays for service and convalescence
Replacement of corrective lenses and medical devices	Redpoint arranges; Participant or BCBS/HP (if applicable) pays	Redpoint service; Participant pays for service
Pre-hospital assistance	Redpoint service. If any medical costs incurred, BCBS/HP to pay.	Redpoint service
Emergency medical transportation	Redpoint arranges; BCBS/HP pays	Redpoint service; Participant pays for service
Transfer from initial hospital to the nearest appropriate hospital	Redpoint arranges; BCBS/HP pays	Redpoint service; Participant pays for service
Provide Destination Intelligence & Travel Assistance Services		
Covered radius is more than 100 miles from home	Redpoint service (no payment needed)	Redpoint service (no payment needed)
Transportation of traveling companion	Redpoint arranges; Participant pays for travel	Redpoint arranges; Participant pays for travel
Cultural information	Redpoint service	Redpoint service
Travel Alerts	Redpoint service	Redpoint service
Replacement of lost/stolen documents, such as passports and visas	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Transfer of funds	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Currency exchange rates	Redpoint service	Redpoint service
Emergency cash advance and bail bond referrals	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Legal locator referrals	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Telephonic interpretation services	Redpoint service	Redpoint service
Immunization/inoculation requirements	Redpoint service	Redpoint service
Consular/embassy locations or referrals	Redpoint service	Redpoint service
Local voltage information	Redpoint service	Redpoint service
Lost luggage	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Emergency message relay and counseling	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Pet return services	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Rental vehicle assistance	Redpoint arranges and pays up to \$500	Redpoint arranges and pays up to \$500

Security/Political/Natural Disaster Evacuations	
Transportation to a departure point	Redpoint arranges, University to pay
Transportation after a natural disaster– a one-way ticket to home or host country, at member’s request	Redpoint arranges; University to pay
Evacuation alert notifications	Redpoint arranges; University to pay
Availability of security experts	Redpoint arranges; University to pay
Ground transportation to the nearest international airport or another safe departure point	Redpoint arranges; University to pay
Evacuation from an international airport or another safe departure point, to the nearest safe haven	Redpoint arranges; University to pay
Where evacuation becomes impractical due to natural disaster conditions, the insurer will maintain contact until evacuation is practical or emergency security situation has passed	Redpoint arranges; University to pay