



**New Travel Assistance Service Vendor 2008-2009**  
*On Call International*

Aetna Student Health has a new travel assistance provider to support the needs of our 450,000 plus student members and their families. We are pleased to announce our partnership with On Call International. On Call has 13 years experience including client relationships with 200 colleges and universities. The same benefit structure and rates will apply as with our previous provider.

- *Unlimited Emergency medical evacuation*
- *Unlimited Medically supervised repatriation*
- *Over 600,000 pre-qualified medical providers*
- *Operation Centers with worldwide response capabilities*
- *Coordination of air and ground ambulance*
- *Hospital admission guarantee*
- *Critical care monitoring*
- *Prescription assistance*
- *Emergency trauma counseling*
- *\$10,000 Accident Death & Dismemberment Coverage*
- *Staffed with trained multi-lingual personnel*
- *Pre-trip assistance*
- *Medical consultation and evaluation*
- *Transportation of family member to join patient*
- *Unlimited Benefit for the return of Mortal Remains*

However, there are a number of enhanced benefits and services that accompany this new union, please see below:

Benefit Enhancements	Service Enhancements
Medical evacuation services for those students/dependents/faculty traveling abroad for greater than 120 days	Full-time medical director and a staff of four physicians, all of whom are board certified in emergency medicine
\$1,000 return of personal effects in cases where a student is evacuated	Access to International Assistance Group (IAG) PPO network of providers and discounts. On Call is a member and stockholder of IAG and can access (46) 24-hour operations centers on six continents
\$1,000 bail bond benefit by international legal representative	Provides standard monthly reporting per school and block of business. Ability to provide customized reports upon request
\$2,500 emergency return home benefit in case of death or extended illness of a parent or sibling	
Legal Hot Line (international attorney will provide an initial free-of-charge telephone consultation)	

As always, flexible service and customized product offerings for the student population is continuously at the forefront of everything we do here at Aetna Student Health. We believe this alliance with On Call International is a move in that direction. Of course, if you have any questions, please call your Account Manager.

