



# Medical, Security & Evacuation Assistance for Suffolk University

## Before you go...

- Download the Crisis24 Global Risk Manager application

### Android Store

<https://play.google.com/store/apps/details?id=com.dc.globalriskmanager>

### iTunes

<https://itunes.apple.com/us/app/globalriskmanager/id1251926213?mt=8>

- Save the Crisis24 Assistance Line contact information in your mobile phone, and/or print and carry your plan ID card

## Plan ID Card

<p><b>Crisis24 Global SOS</b></p> <p><b>Organization:</b> Suffolk University</p> <p><b>Travel Accident Policy:</b> Cultural Insurance Services International (CISI)</p> <p><b>Travel Accident Policy Number:</b> GLM N14287206</p> <p>For any questions pertaining to your insurance plan including provider referrals and eligibility verification please contact CISI at 1-800-303-8120 or email <a href="mailto:claimhelp@mycisi.com">claimhelp@mycisi.com</a></p>	<p><b>Crisis24 24-hour Assistance Line:</b></p> <p><b>+1 857-343-8107</b></p> <p>+1 866-870-9281 (Toll free)</p> <p><a href="mailto:suffolkassistance@crisis24.com">suffolkassistance@crisis24.com</a></p> <p>Contact Crisis24 for any advice, support or crisis management during your trip.</p>
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Whether minor or serious, Crisis24 Global Assistance for Suffolk University is available to help you during and after a medical or security incident abroad.

If you're unsure whether local emergency services can be trusted or can provide adequate care, then your first point of contact should be Crisis24 Global Assistance for Suffolk University.



## Pre-travel assistance...

### Passport and Visa Information and Requirements

- Health Hazards Update
- Currency Exchange Information
- Inoculation and immunization requirements
- Temperature and weather information
- Consulate and Embassy Locations
- Cultural and other events

## While you're traveling...

### Medical Assistance

- 24-hour access to physicians who provide emergency and routine medical advice
- 24-hour access to medical information, referrals, and emergency assistance
- Emergency medical evacuation\*
- Replacement of Eyeglasses\*
- Repatriation for medical treatment\*
- Repatriation of human remains\*\*
- Assistance with documentation for insurance claims
- Medical, dental, and counseling referrals\*
- Medical expenses guarantee and payment\*
- Hotel arrangements for outpatient care\*
- Arranged transportation and accommodation for accompanying family members\*
- Dispatch of prescription medication and medical equipment\*

### Security Assistance

- Access to security advice and consultations
- Security evacuation assistance\*\*
- Travel Assistance
- Legal referrals\*
- Emergency message transmission\*
- Lost document advice and assistance\*
- Emergency translation services\*

*\*You and/or your insurance company may incur a charge if services rendered by a third party are above coverage terms and limits.*

*\*\*Security evacuation costs are covered if the evacuation is deemed necessary and facilitated by Crisis24.*