Columbia University Travel Assistance Information

Columbia students have two options available for travel assistance and emergency care – On Call International and International SOS (ISOS). Your own coverage under these programs depends on the general medical coverage selected (for example, students covered by the University’s Student Health Insurance Plan through Aetna Student Health are automatically enrolled in and covered by both emergency programs. Students that are not enrolled in Aetna Student Health are eligible only under the ISOS program.) Both programs are listed below, in order to provide an introduction to their services as well as some useful pre-departure information.

Students enrolled the University’s student insurance plan are also enrolled in a world-wide emergency travel assistance program through On Call International. This coverage is available whenever a student is more than 100 miles from their home address. In order to obtain coverage, all services must be provided and arranged in advance through On Call. The On Call International Operations Center can be reached 24 hours a day, 365 days a year.

1. On Call International

Provides emergency medical evacuation services, coordinates medical care overseas and hospital admission arrangements. Students may have to pay for services outside of the United States and then submit their receipts for medical services’ reimbursement from Aetna Student Health.

Insurance tips to prepare for your trip:
- Don’t forget to bring both your Aetna Student Health insurance identification card and the small On Call International membership card. Both cards were mailed to you. They are also available in the SIPA Office of Student Affairs, 6th floor, IAB. You may also print an identification card from: http://www.aetnastudenthealth.com/schools/OnCallIDCard.pdf

CONTACT INFORMATION:
For more information, visit www.oncallinternational.com

Student insurance information: www.health.columbia.edu
On Campus Student Insurance Office: 212 854—3286 or hs-enrollment@columbia.edu
2. International SOS

- All Columbia students receive membership and travel assistance services, whether they have health insurance through Columbia or an external provider.
- With authorization of Columbia University in emergency cases, provides medical expense guarantee and payment, dispatch of Rx medication and supplies, emergency evacuation, repatriation of mortal remains, inpatient hospital admission, security services, online travel security information, etc.

Tips to prepare for your trip:

✓ Columbia University suggests that you verify your coverage and obtain your card by calling Laura Schon at (212) 854-1063 (card must be carried with traveler).

✓ International SOS does not require prior information about student travel, but you should have all relevant information on-hand before going abroad in case you need to speak to a representative while on site.

✓ One important point to remember: ISOS provides medical care guarantee and payment; it does not cover the medical care expense itself. Therefore, keep in mind that costs not covered by the traveler's medical insurance plan are the responsibility of the traveler.


CONTACT INFORMATION:

International SOS website: [http://www.internationalsos.com](http://www.internationalsos.com)

- Log-in with membership number (11BSGC000064) to access Columbia’s portal
- For medical or security advice: +1(215) 942-8226 or (+44) 20-8762-8008.
- Additional numbers are available depending on region, these are listed online.