

## Why Do I Need Travel Assistance?

Travel Assistance helps you if you are faced with an emergency when traveling. With a local network providing support in virtually all countries in the world, Europ Assistance is here to assist you 24 hours a day.

### **In a life-threatening situation, should I call local authorities or Europ Assistance USA?**

In the event of a life-threatening emergency, please first call the local emergency authorities to receive immediate assistance, and then contact Europ Assistance USA.

### **I have medical insurance. Why do I need travel assistance as well?**

EA has the resources to help you medically and financially in case of a travel emergency. Even the best health insurance companies do not have an out of area network comparable to EA. EA's network is both domestic and international. EA monitors your medical condition to make sure you receive proper care. EA can help you find an appropriate medical facility or transport you to one if necessary. On the financial side, even if your medical insurance provides complete overseas coverage, you will most likely have to pay up front for medical services. EA can in many cases provide the necessary guarantee of payment, saving you from having to pay expenses out of pocket.

### **Europ Assistance USA is here to help you 24 hours a day in the event of an emergency.**

When you call, please be ready to provide the address where you are staying and a phone number where we may reach you.

## Contact Europ Assistance USA

US/Canada: 1 (888) 822-8755

From other locations call collect:  
1 (240) 330-1461

Email: [ops@europassistance-usa.com](mailto:ops@europassistance-usa.com)



## UNIVERSITY OF UTAH TRAVEL ASSISTANCE PROGRAM FOR EMPLOYEES AND STUDENTS WITH J-1 VISAS



*Program provided through  
Europ Assistance USA*

**The J-1 Exchange Visitor Program requires participants to have certain coverage with minimum benefits.**

This program provides coverage of repatriation of remains and medical evacuation of the exchange visitor to his or her home country in amounts in excess of those required by the US Department of State.

Coverage in this program is available for the cost of \$10 per year.

**Key Services**

**Medical Search and Referral**

Europ Assistance (EA) will assist you in finding physicians, dentists, and medical facilities.

**Medical Monitoring**

During the course of a medical emergency, professional case managers, including physicians and nurses, will monitor your case to determine whether the care is appropriate or if evacuation/repatriation is required.

**Medical Evacuation/Return Home**

In the event of a medical emergency, when a physician designated by EA determines that it is medically necessary for you to be transported under medical supervision to the nearest hospital or treatment facility or be returned to your place of residence for treatment, EA will arrange and pay for the transport under proper medical supervision.

**Transport Escort**

Upon request, EA will arrange but not pay for a family member or other traveling companion to continue to accompany the individual during evacuation, repatriation or return of remains if it is reasonably possible for that person to accompany the individual.

**Return of Mortal Remains**

In the event of death while traveling, EA will arrange and pay for all necessary government authorization, including a container appropriate for transportation and for the return of the remains to place of residence for burial.

**Who is eligible for these services?**

**This program is for University of Utah employees and students with a J-1 visa.** All services take effect when you are on a trip 100 miles or more from your primary residence or in a foreign country (including the United States).

Your spouse and dependents are covered while residing with you and traveling with you for relocation purposes or on business including ancillary/pleasure travel up to 3 days.

**Who is responsible for payment of these services?**

After your coverage has been verified, EA will arrange and pay for the following within the program limits and guidelines previously described:

- Medical Evacuation/Return Home
- Return of Mortal Remains

These services are only eligible for payment or reimbursement if EA is contacted at the time of service and has arranged and/or pre-approved the service. You are financially responsible for any actual expenses associated with any other service, but not for any arrangements that EA makes or EA's case management fees. EA will not charge for internal expenses such as telephone costs, medical monitoring fees, or time working on your case.

**Conditions and Exclusions**

EA shall not evacuate or repatriate you if an EA designated Physician determines that such transport is not medically advisable or necessary or if the injury or illness can be treated locally. EA will offer service but no coverage in cases of:

- Intentionally self-inflicted injury
- Suicide or attempted suicide
- Service in the military
- Piloting an aircraft
- War or any act of war, whether declared or not

EA provides the services in all countries of the world. However, EA may determine that services cannot be provided in certain countries or locales because of situations such as war, natural disaster or political instability. EA will attempt to assist you consistent with the limitations presented by the prevailing situation in the area.

EA cannot be held responsible for failure to provide, or for delay in providing services when such failure or delay is caused by conditions beyond its control, including but not limited to flight conditions, labor disturbance and strike, rebellion, riot, civil commotion, war or uprising, nuclear accidents, natural disasters, acts of God or where rendering service is prohibited by local law or regulations.

**For additional information:**

- See the University of Utah's Europ Assistance web site at: [www.europassistance-usa.com](http://www.europassistance-usa.com), Click on "E-Services" and enter the login "uutah" and password "j1j2"
- Contact the University Benefits Department at (801) 581-7447.