

# Here is your MEDEX Identification Card

## WORLDWIDE 24-HOURS A DAY

When traveling for business or pleasure\*, you can now feel confident that you are in safe hands if an emergency arises. MEDEX provides medical and travel-related assistance services.

Always carry your MEDEX Identification card with you. Listed on the back of the card are the telephone numbers for the worldwide MEDEX network. When you call MEDEX, be prepared to provide your group number, organization's name, your name and a description of the situation.

\*Please note, while MEDEX worldwide assistance services are available for business or pleasure travel, your specific accident coverage through Chubb may only insure you for business travel. Please familiarize yourself with your insurance benefits before departing on any trip.

### MEDEX PORTFOLIO OF SERVICES:

#### MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals  
Monitoring of Treatment  
Facilitation of Hospital Payments  
Transfer of Insurance Information to Medical Providers  
Medication, Vaccine and Blood Transfers  
Dispatch of Doctors and Specialists  
Transfer of Medical Records  
Continuous Updates to Family, Employer and Home Physician  
Hotel Arrangements for Convalescence  
Replacement Corrective Lenses and Medical Devices

#### TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents  
Emergency Travel Arrangements  
Transfer of Funds  
Legal Referrals  
Translation Services  
Message Transmittals  
Emergency Pet Housing and/or Pet Return

#### WORLDWIDE DESTINATION INTELLIGENCE

Pre-Travel Information  
Travel and Health Information  
Real-Time Security Intelligence

#### MEDICAL EVACUATION AND REPATRIATION SERVICES

Emergency Medical Evacuations  
Transportation to Join a Hospitalized Member  
Return of Dependent Children  
Transportation After Stabilization Repatriation of Mortal Remains

#### PERSONAL SECURITY SERVICES

Political Evacuation Services  
Security Evacuation Services  
Transportation After Political or Security Evacuation

#### FREQUENTLY ASKED QUESTIONS:

**WHO IS MEDEX?** Since 1977, MEDEX has been assisting travelers worldwide by utilizing highly trained, multilingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.

**WHEN SHOULD I CONTACT MEDEX?** Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that MEDEX is there to help you with any type of problem regardless of the severity.

**WHAT IF LOCAL MEDICAL FACILITIES ARE INADEQUATE?** If, through its medical management, MEDEX determines that local medical providers are inappropriate for treatment, MEDEX will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

**WHAT HAPPENS IF I AM HOSPITALIZED?** It is important to notify MEDEX as soon as possible. MEDEX will immediately contact your treating physician to assess your condition and treatment plans to ensure your safe recovery.

*Detach and carry with you at all times.*

### PREPARE FOR THE UNEXPECTED

**Chubb Travel Assist**

**I.D. No.: CHB-75**

**Group No: 9906-02-88**

**Name: DENISON UNIVERSITY**

**Effective Date: 07/01/2011**



**Notice to Physicians/Hospitals:** Call MEDEX immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: [operations@medexassist.com](mailto:operations@medexassist.com)

Chubb Travel Assist Services are provided by:  
MEDEX Assistance Corporation. Call the MEDEX  
Emergency Response Center at:



**Toll Free Access Number: 1-866-832-6930**  
**or call collect: +1-410-453-6330**

Please refer to local country dialing instructions and make sure to use a telephone that has international access.