

Using Berkeley SHIP Abroad

2021-2022



HOW TO CONTACT

How do I get assistance when traveling out of the country?

Academic Emergency Services (24/7/365)

- U.S & Canada: 855-873-3555 (toll free)
- All Other Locations: 1-610-263-4660
- Email: assistance@ahpcare.com
- In a Medical **Emergency** – Go straight to the nearest Urgent Care Facility or Hospital, then call Academic Emergency Services.
- **Non-emergency** medical or travel assistance service – Call Academic Emergency Services for assistance in locating a medical provider, hospital or pharmacy. Academic Emergency Services will also assist with emergency prescription replacement, lost/stolen travel documents, lost baggage search, legal referrals/bail bond assistance, language translation services and other travel – related assistance.



INFORMATION YOU NEED

Please provide the following information when calling:

1. Identify yourself as a UC Berkeley Student Health Insurance Plan Member.
2. Nature of your call and/or emergency. Be sure to provide contact information at your current location in the event Academic Emergency Services needs to call you back.



REIMBURSEMENT

What if I receive care or medicine outside of the U.S.?

1. You will need to pay up front for your care and medicine.
2. Download a claim form at berkeley.wellfleetinsurance.com/ship.
3. Complete the claim form and send with the bills to Wellfleet, P.O Box 45018 Fresno, CA 93718-5018.



MANAGE YOUR RX WHILE STUDYING ABROAD

If I will be out of the country for an extended period of time, can I get extra refills of a long-term or maintenance medication?

- Yes, contact Wellfleet Rx Pharmacy Help Desk at 877-640-7940 to request assistance in securing the appropriate amount of medication to cover the term of your travel. Please plan as early as possible to ensure the appropriate approvals are secured. As a reminder, the Tang Pharmacy offers reduced copays for most medications.



aes

**Academic
Emergency Services**

Academic HealthPlans and your school have you covered while studying or traveling away from home

To ensure you have immediate access to assistance if you experience a travel related crisis, Academic HealthPlans has included Academic Emergency Services (AES) in your Student Health Insurance Plan coverage. AES offers a wide range of services and benefits to provide everything you need to prepare for your international experience, as well as get the help or information you need in a crisis.



Academic Emergency Services provide solutions to small challenges. Finding an adequate doctor in an unfamiliar location, getting a prescription filled when away from home, finding an interpreter quickly when you need to share or receive information, help in locating lost luggage or replacing a passport.



As well as during a critical crisis.

Ensuring adequate care is available locally if you need medical care or are hospitalized, and if it isn't, getting you emergency medical transportation to an adequate facility or to your home, or hospital nearest to your home, when medically advisable.



There are also services and benefits to help you and your family with expenses that you may not consider until faced with an emergency. Getting a family or friend to you if you are hospitalized or getting you home in the event you have an illness or death in the family, return of remains to your family in the unfortunate event of death.

Preparing for your time away from home is easy.

Simply visit the Academic Emergency Services portal at aes.myahpcare.com

All services must be arranged and paid through the Academic Emergency Services program provider in order for the benefits to apply. There is no claim process for reimbursement of self-paid expenses, unless otherwise noted in program. Terms, limitations and conditions apply to all services and benefits. Academic Emergency Services and AD&D coverage are underwritten by 4 Ever Life International Limited and administered by Worldwide Insurance Services, LLC, separate and independent companies from Academic HealthPlans.



As a participant in the student health plan, you have access to the following services and benefits when you are traveling over 100 miles from home or outside your home country:

**Emergency Medical Evacuation, Repatriation and
Emergency Family Assistance Services**

- Emergency Medical Evacuation, Unlimited
- Medically Advisable Repatriation, Unlimited
- Return of Deceased Remains, Unlimited
- Visit by Family Member or Friend, up to \$5,000 with 3 day hospitalization
- Return of Dependent Children, up to \$5,000, if left unattended
- Emergency Return Home, up to \$2,500, in the event of illness or death of family member
- Bereavement Reunion, up to \$2,500, in the event of death of the student
- Return of Personal Belongings, up to \$1,000 in the event of evacuation or death
- Accidental Death and Dismemberment, \$25,000

Medical, Travel, Safety, and Legal Assistance

- Pre-travel information portal
- Physician referrals outside of the U.S.
- Medical monitoring during an emergency evacuation to ensure adequate care
- Prescription assistance
- Luggage lost in transit
- Passport replacement assistance
- Emergency travel arrangements
- Emergency translation assistance and/or interpreter referral
- Legal referral

Additional Benefits

- Security/Political Evacuation Coverage
- Natural Disaster Evacuation Coverage
- Emergency Reunion 3 Day Threshold

Academic Emergency Services are available to you 24 hours a day, 7 days a week.

Simply call the number on the membership card to get access to knowledgeable assistance coordinators who will help you navigate any unfamiliar cultures or circumstances.

TAKE A SCREENSHOT OF THE CARD OR CUT IT OUT TO KEEP WITH YOU AT ALL TIMES.

 <p>Academic Emergency Services</p>	<p>GROUP ID: GHS9999AHPCO</p> <p>MEMBERSHIP TYPE: GLOBAL MEDICAL & TRAVEL ASSISTANCE SERVICES</p>	 <p>Academic Emergency Services</p> <p>If you need medical or travel assistance, regardless of the nature or severity of your situation, please contact AES 24 hours a day / 7 days a week</p> <p>TOLL FREE 1(855) 873-3555</p> <p>OUTSIDE THE US 1(610) 263-4660</p> <p>EMAIL assistance@ahpcare.com</p> 
ACADEMIC EMERGENCY SERVICES SUPPORT 24/7		
<p>To contact Academic Emergency Services from the U.S. or Canada, call toll-free: (855) 873-3555</p> <p>To contact Academic Emergency Services from outside the U.S. or Canada, dial the country access code followed by: 1 (610) 263-4660</p> <p>Country access codes can be found through local directory assistance or https://www.att.com/support_media/images/pdf/Country_Code_List.pdf. If there is no access code, proceed with calling direct to: 1 (610) 263-4660</p>		

To obtain additional pre-travel information or advice, or in the event of a medical, travel or security crisis, call Academic Emergency Services immediately.

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