

# USING BERKELEY SHIP ABROAD

## 2024-2025



### How to obtain medical or travel assistance services when traveling abroad

Academic Emergency Services (AES), administered by GeoBlue, assists with emergency medical evacuation, repatriation, and emergency family assistance services, as well as medical, travel, safety, and legal assistance. Review the next pages for more details.

To receive AES medical or travel assistance services, take the following steps:

1. Visit [aes.myahpcare.com](https://aes.myahpcare.com) to download the **AES Case Opening Guide** (for students).
2. Follow the instructions to complete the form and submit it by email.
3. You will receive an automatic email response with a case number.
4. Contact AES (24 hours a day, 7 days a week) and provide your case number.
  - U.S & Canada: (855) 873-3555 (toll-free)
  - All Other Locations: (610) 263-4660

If you need assistance opening a case, contact the SHIP office at (510) 642-5700, [ship@berkeley.edu](mailto:ship@berkeley.edu), or through the eTang portal.

Additionally, students may register, using the group access code **GHS9999AHPCO**, at [geobluecompass.com](https://geobluecompass.com) to:

- Search for providers or hospitals outside the U.S
- Obtain health and security information worldwide
- Access medical translation tools and news alerts

In a medical **emergency**, go straight to the nearest Urgent Care Facility or Hospital, then contact AES.



### How to obtain extra medication refills to cover your term of travel

Contact Wellfleet Rx at (877) 640-7940 to request authorization for the appropriate amount of medication needed. Plan ahead to ensure the appropriate approvals are secured. As a reminder, the UHS Pharmacy offers reduced copays for most medications.



### Paying for care and medication received outside the U.S.

You will need to pay upfront, obtain itemized receipts, and file claims within one year from the date of service for reimbursement. Download the applicable claim form below:

- Medical and prescription: Wellfleet ([studentinsurance.com/client/1359](https://studentinsurance.com/client/1359))
- Dental: MetLife ([metlife.com/dental](https://metlife.com/dental))
- Vision: VSP ([vsp.com](https://vsp.com))

**Learn more at [uhs.berkeley.edu/usingship](https://uhs.berkeley.edu/usingship)**



## Academic Emergency Services

### We 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, we have 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.



#### **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.**

We can get a family member or friend to you if you are hospitalized, get you home in the event you have an illness or death in the family, or return 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](https://aes.myahpcare.com)



# Academic Emergency Services

As a participant in the student health plan, you have access to the following services and benefits:

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

- Medical Evacuation, Unlimited
- Medical Repatriation, Unlimited
- Repatriation of Mortal Remains, Unlimited; up to a maximum of \$3,000 for the immediate family to use for expenses associated with traveling to a funeral or actual funeral related expenses such as an urn, casket, coffin, burial or funeral expenses and up to a maximum of \$2,500 for air travel expenses for a family member/companion to join the insured's body during the repatriation
- Emergency Family Travel Arrangement for a family member or friend to visit student, up to \$10,000 with 3-day hospitalization, limit to \$300 per day for lodging and a limit to \$50 per day for daily meals
- Return of Dependent Children, up to \$5,000, if left unattended
- Emergency Family Reunion Arrangements, up to \$10,000, in the event of illness or death of family member

- 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
- Assistance locating providers 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

- Political Emergency and Natural Disaster Evacuation Coverage
- Emergency Family Travel, 3-Day Threshold

\*\* Benefits and services described above are available when you are traveling over 100 miles from home or outside your home country, this 100 mile limitation does not apply to the Accidental Death & Dismemberment benefit and the Repatriation of Mortal Remains benefit.

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

To receive assistance please submit a student case form by following the instructions provided on the form at [aes.myahpcare.com](https://aes.myahpcare.com). Once submitted, you may reach out to Academic Emergency Services for additional assistance by calling or emailing and referencing your case number that was previously provided.

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

**GROUP ID:**  
GHS9999AHPCO

**MEMBERSHIP TYPE:**  
GLOBAL MEDICAL & TRAVEL ASSISTANCE SERVICES

**ACADEMIC EMERGENCY SERVICES SUPPORT 24/7**

To contact Academic Emergency Services from the U.S. or Canada, call toll-free: 1 (855) 873-3555  
To contact Academic Emergency Services from outside the U.S. or Canada, dial the country access code followed by: 1 (610) 263-4660  
Country access codes can be found through local directory assistance or  
[https://www.att.com/support\\_media/images/pdf/Country\\_Code\\_List.pdf](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

**aes** | Academic  
Emergency Services

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

**TOLL FREE**  
1 (855) 873-3555

**OUTSIDE THE US**  
1 (610) 263-4660

**EMAIL**  
[aes@ahpcare.com](mailto:aes@ahpcare.com)

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

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, Inc. (AHP), a Risk Strategies Company.