

Using International SOS Travel Resources Frequently Asked Questions (FAQ)

Who is covered?

Travelers covered under this program include students, employees, immediate family, and alumni while abroad on Bowling Green State University sponsored programs or business.

What is the role of International SOS?

ISOS provides you with worldwide quality healthcare and emergency assistance services 24 hours a day designed to complement your existing insurance coverage. One phone call connects you to the ISOS network of specialists for immediate help in an emergency. ISOS services are designed to help you with medical, personal, travel, security information and legal referrals when away from home.

What services are covered and what services generate fees?

Below is a breakdown on covered services and those that will generate fees:

- **Covered:**
 - Medical Assistance
 - Emergency and routine medical advice
 - Pre-trip information on travel health issues
 - Medical and dental referrals
 - Online tools
 - Membership App
 - Online Country and City Guides
 - Security and Medical Intelligence
 - Email alerts
 - Traveler Assistance
 - Emergency message transmission
 - Emergency translation and interpreter services
 - Lost document advice and assistance
 - Legal referrals
 - Security Assistance
 - Access to security crisis centers
- **An invoice will come back to campus if:**
 - ISOS provides a guarantee of payment for medical costs (this would need to be authorized by someone at BGSU)
 - Cash advance funds in an emergency (this can be very costly and should only be used as a last resort)
 - Repatriation costs if facilitated
 - Evacuation costs if facilitated
 - ISOS will always be in touch with an Authorized Person at BGSU for services that require authorization to avoid confusion of invoices arriving to campus.

How do I obtain a membership card?

Membership cards are available by contacting BGSU's Education Abroad Office. If your card is lost or stolen you may print another one from the International SOS website www.international.sos.com. All Bowling Green State University students and staff share the same number.

When should I call International SOS?

Call International SOS regardless of your situation so that you can speak directly with an International SOS medical or security team member to discuss the best course of action.

What do I need to do to use the International SOS program and services?

Contact one of the three major worldwide ISOS Alarm Centers from anywhere in the world. To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, sex, and nationality
- The program with which you are associated: Bowling Green State University and program name if applicable.
- Your ISOS membership number
- The telephone number from which you are calling (in case you are disconnected).
- Your relationship to the member (if the person calling is not you).
- Name location and telephone number of the clinic or hospital (when applicable).
- Name location and telephone number for the treating doctor, and where the doctor can be reached (when applicable).

How do I get in touch with the ISOS Alarm Centers?

The dedicated scholastic line is answered by a specially-trained team who recognizes the unique needs of students, faculty, staff and others. This number can be used for emergencies as well as routine advice when outside your home country.

- **Dedicated Scholastic Line: 215.942.8478**
- From the US, Mexico, Central or South America
Philadelphia 215.942.8226
Within USA call: 1.800.523.6586
- From Europe, CIS, Africa or the Middle East
London 44.20.8762.8008
- From Asia, Australia or the Pacific Rim
Singapore 65.6338.7800
- Additional Alarm Center and Clinic contact information can be found at <http://www.internationalsos.com/en/locations.htm>

How do I access information about security alerts, warnings and the latest situations?

Contact one of the three major worldwide ISOS Alarm Centers from anywhere in the world or visit their website at www.internationalsos.com/members_home/Security/

What if I have pre-trip questions about my travel destination?

In addition to calling the Alarm Center, you can access Country and Security Guides at www.internationalsos.com. Use your membership number as your members log-in. The ISOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of healthcare, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, and cultural etiquette. You can also sign-up for email alerts to be notified as situations change.

What if I need a doctor?

Contact the ISOS alarm center for a medical referral. The ISOS Alarm Centers are listed on the back of your ISOS card.

What if I need prescription medication while overseas?

If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication, ISOS will, when permissible by local law, send the needed medication to you. (Additional fees for the medication apply.)

What if I am hospitalized?

Contact the ISOS alarm center. The ISOS Alarm Centers are listed on the back of your ISOS card. ISOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to ensure your safe and speedy recovery. ISOS will notify Bowling Green State University if you have not already done so.

Is International SOS the same as health insurance?

Although ISOS offers medical advice and services, International SOS is NOT health insurance. Requests for reimbursement for medical care received while abroad should be submitted to your health insurance provider.

Will ISOS guarantee payment of my medical bills?

After a line of credit is opened in your name or the institution's name, ISOS will guarantee and pay all costs associated with your medical care when such care/treatment is provided. Ultimately, you shall be responsible for the cost of any care/treatment and shall reimburse the University for any expenses incurred on your behalf.