



Global Emergency Services

provided by Scholastic Emergency Services
an assist america® partner

One simple phone call to Scholastic Emergency Services (SES) will connect you to:



Relation™

- A state-of-the-art Operations Center
- Worldwide response capabilities
- Experienced crisis management professionals
- Air and ground ambulance service providers

SES completely arranges and pays for the assistance services it provides without limits on the cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home or campus.

SES is not insurance, rather it is a provider of global emergency services.* SES services do not replace medical insurance during emergencies. All medical costs incurred should be submitted to your health plan and are subject to the policy limits of your health coverage.

Key Services

- Medical Consultation,
- Evaluation and Referral
- Hospital Admission Assistance
- Emergency Medical Evacuation
- Medical Monitoring
- Medical Repatriation
- Prescription Assistance
- Compassionate Visit
- Care of Minor Children
- Return of Mortal Remains
- Emergency Trauma Counseling
- Lost Luggage Assistance
- Interpreter & Legal Referrals
- Pre-trip Information
- Return of Vehicle

And much more!

**All services must be arranged and provided by SES. No claims for reimbursement will be accepted. The SES services in this brochure are only intended to serve as a general overview of the emergency travel assistance services available. The services available to you through your plan may vary from what is listed in this brochure. For a complete description of the services that are provided to you by your plan, please consult your service certificate provided by your school's program administrator and/or the fulfillment material provided by SES.*

Download the Mobile App

Wherever your travels take you, you can conveniently access a wide range of global emergency assistance services from your phone by downloading the Assist America Mobile App for iPhone and Android.

Scan the QR code to download the App. Set up your account by entering your reference number **(01-SES-SUM-08123)**. Finally, enter your home address to enable the Coverage Indicator feature.



Conditions & Exclusions

SES will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

SES will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home
- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. SES is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control of SES. SES is not responsible or liable for any malpractice committed by professionals rendering services to a member.

Contact Information

For more information about your policy contact:

Relation Insurance Services

P.O. BOX 25936

Overland Park, KS 66225

Tel: 1-800-955-1991

If you require assistance and are more than 100 miles away from your permanent residence, campus, or in another country, contact SES at:

1-877-488-9833 (Toll Free - Inside USA)

+1-609-452-8570 (Collect Call - Outside USA)

medservices@assistamerica.com

Please provide the following information when you call:

- Your name, telephone number and relationship to the patient
- Patient's name, age, gender and reference number
(01-SES-SUM-08123)
- Name, location and telephone number of the hospital or treating doctor if applicable