

# International Travel Insurance and Assistance Program

## Temple University

### FAQ & Summary of Benefits 2023-24

#### **Eligibility:**

All Staff, Faculty, Contractors, University Officials and Board Members, Students, Subscribers approved guests, and Volunteers, who are traveling outside their permanent country of residence, on a University Affiliated trip. The policy also covers spouses and dependent children of covered members stated above. The evacuation and repatriation aspects of the Starr insurance coverage are in effect anytime an approved traveler is traveling 100 miles or more from campus on a university-affiliated trip.

#### **When is my coverage effective?**

Your Healix membership provides pre-travel advice. Once abroad, you may access the full range of Healix services and your Starr Insurance travel medical insurance for the duration of your university-affiliated travel.

#### **What if I'm a resident of a country outside the USA (example: China) and I am traveling to my home country, will I be covered under this policy?**

Coverage for faculty, staff and students who are not dual U.S. citizens or lawful permanent residents may be limited if you are traveling to your country of permanent residence of citizenship. If you are traveling on approved, university-affiliated travel, to your country of permanent residence, contact TU Global Health, Safety and Security at [international.travel@temple.edu](mailto:international.travel@temple.edu) for more information.

#### **What are some of Healix's services?**

Pre-trip consultation on travel items, such as passport and visa requirements, necessary immunizations, safety and security information, medical assistance, and/or questions of concern regarding travel, medical and security issues in your destination. Additionally, the coverage includes medical and security evacuation and repatriation coordination; political and natural disaster evacuation coordination; payment of overseas medical bills; coordination of all benefits with the insurance plan administrators; full coordination with the Healix credentialed worldwide medical provider network.

#### **Do I get an ID card?**

You can download the [Healix membership card](#) which will include your dedicated phone number and email address. You will not receive a separate insurance ID card (varies based on school).

#### **The Healix program does not provide international travel medical insurance, so do I have international travel medical insurance when I travel abroad?**

Yes. Temple University provides international travel medical insurance through Starr Insurance for international travelers.

#### **Who do I contact if I have medical or security questions?**

Travelers should visit the [Temple University's Healix membership page](#) to familiarize themselves with the services that Healix offers travelers while they are abroad. If prompted to log-in, use your TU Accessnet ID email and the membership number **TEMP2302233**

If you have a pre-trip medical or security related question or need information or assistance while overseas, please contact the 24-hour Healix Assistance Centers in one of the following ways:

- By email at [Temple@Healix.com](mailto:Temple@Healix.com) (In the event of an emergency, please call Healix via the phone or the Healix Travel Oracle app)
- By phone at +1 267-855-1884. You can call collect from abroad, or you can call in from any other available phone or send an email requesting a phone call back.
- Via the Healix Travel Oracle app on your mobile phone. Search for Travel Oracle with Healix International Limited as the creator on your [iOS App Store](#) or [Google/Android](#).
- Via the Healix Travel Oracle website at <http://tow.healix.com/> and use your TU Accessnet ID email and policy number **TEMP2302233** to register.

The Assistance Center is staffed by doctors, logistics coordinators and security experts that can provide medical advice and assistance in your location.

### How do I enroll?

International travel medical insurance is a benefit provided to university travelers while outside of the U.S. at no additional cost when they have properly registered their travel. Travelers must complete one of the following steps to ensure enrollment and coverage:

Effective July 1, 2023, all **faculty and staff** University related domestic and international travel requests require approval through the *Pre-Travel Application form* available in TU Portal under University Forms.

Any **individual professional, graduate, or undergraduate student** must request approval to travel internationally. All requests are submitted online through the [Individual Student International Travel Approval Form](#). Requests are done on a rolling basis and must be submitted between 60 and 45 days prior to travel dates.

All professional, graduate, or undergraduate students traveling on a [Temple University Affiliated](#) international program (e.g. TU Education Abroad and Overseas Campuses) will be automatically enrolled in the Starr Insurance and the Healix Assistance Program.

Contact Global Health, Safety and Security at [international.travel@temple.edu](mailto:international.travel@temple.edu) for more information about registering **spouses or dependents** accompanying Temple Affiliated travel.

### **Starr Insurance Medical Insurance Plan Benefits**

**Insurance Company:** Starr Insurance

**Policy Period:** 7/1/2023 – 6/30/2024

**Policy Number:** STP 273802

<b>All Benefits are in U.S. Dollar Amounts:</b>	
Medically Necessary Services related to an Illness or Injury <ul style="list-style-type: none"> <li>• Physician Office Visits</li> <li>• Hospitalizations</li> <li>• Diagnostic Tests</li> <li>• Ambulance Services</li> <li>• Prescription Drugs</li> <li>• Mental Health</li> </ul>	\$500,000 per calendar year
Emergency Dental	Included
Deductible	\$0
Pre-Existing Conditions	Covered

### **What is covered under the Starr Insurance Travel Medical Insurance Plan?**

The plan covers medically necessary services, including hospital room and board, inpatient and outpatient surgical

procedures, emergency outpatient care, labs and x-rays, inpatient (emergency stabilization only) and outpatient mental health sessions, physician office visits and prescription drugs. Evacuations and repatriations are also covered under this program. Contact Global Health, Safety, and Security at [international.travel@temple.edu](mailto:international.travel@temple.edu) for a full list of benefits.

### **What are some services that are NOT covered and important to understand prior to traveling?**

The plan does not cover preventative care, including, but not limited to, travel immunizations, physicals, annual women's wellness exams, and birth control. Routine pregnancy services are not covered. Contact Global Health, Safety, and Security at [international.travel@temple.edu](mailto:international.travel@temple.edu) for a full list of benefits. Review this document for the full list of exclusions.

### **How are prescription drugs covered?**

Prescription drugs are covered when prescribed, *by a doctor outside of the United States* for a covered medical illness or injury that occurs while traveling. For pre-existing physical health conditions, current prescriptions are *not routinely* covered under the insurance. This includes both preventative (e.g., birth control) and maintenance medication for chronic health conditions. Speak with your prescribing medical professional and pharmacist about obtaining refills for a medication that you take on a routine basis *prior* to traveling. For mental health conditions, authorized refills of pre-existing medication are covered under the insurance.

Always check to see if your medicine is allowed into and available for refill in the country you are traveling to. For medication advice contact Healix's 24/7 dedicated assistance email at [Temple@Healix.com](mailto:Temple@Healix.com) or via phone at +1 267-855-1884. Some medications may be challenging, illegal, or require advance authorization to bring them into your country of travel. For example, traveling with certain injectable medication or controlled substances. Please discuss this with Healix as they will be able to provide you with advice. It is also important to discuss your travel itinerary with your prescribing medical professional and to discuss all current prescriptions in your pre-travel medical consultation.

### **What happens if I lose the medication while traveling?**

Starr Insurance will cover the replacement of medication for lost prescriptions that are medically necessary during the trip. Generally, birth control is considered preventative medication and is not covered; and therefore, is not eligible for this replacement of medication benefit.

### **What is covered under the emergency dental benefit?**

A dental emergency is defined as a type of medical emergency that involves a dental condition of recent onset and severity, which needs immediate dental procedures necessary to control excessive bleeding, relieve severe pain, or eliminate acute infection. This also includes accidental dental treatment of an injury to sound, natural teeth that occurs while on Temple affiliated travel.

### **Does this plan cover testing for sexually transmitted disease?**

If the testing is a preventive screening or if it is part of a physical or preventive visit, it is not covered because the plan does not cover routine or preventive services. If the testing is performed because you have symptoms or have been exposed to someone with sexually transmitted disease, it would be covered.

### **If I lose or break my eyeglasses or contact lenses, will the plan cover a new set of lenses?**

Replacement of broken lenses is provided when they have been damaged in a covered accident, refer to exclusions 1-5 for non-covered events.

### **Does the plan cover a hospital stay for treatment of alcohol or substance abuse?**

The plan will cover that portion of the hospital stay for the purpose of stabilizing the patient. It will not cover that part of an inpatient hospital stay for alcohol or substance abuse treatment or any underlying mental health condition.

### **What if I have a pre-existing condition, am I covered?**

Yes, pre-existing conditions are covered. However, please note the details on plan coverage for prescription medications for pre-existing conditions in the "How are prescription drugs covered?" section above.

**Does this plan have a deductible?**

No. Deductible means the dollar amount of covered expenses that must be incurred as an out-of-pocket expense by each insured before payment is made by the claims company.

**How is payment for services handled?**

If Healix pays for covered medical treatment on your behalf, the claim will be automatically sent to Starr Insurance, and Healix will be reimbursed directly from Starr International. The traveler does not need to submit any paperwork.

**Who do I contact if I have questions about how the Starr Insurance plan works?**

Contact Global Health, Safety, and Security at [international.travel@temple.edu](mailto:international.travel@temple.edu) if you have any questions.

**How does the claims process work if Healix coordinates the payment for medical treatment?**

If Healix coordinates the payment for medical treatment, the claim will be paid for by the insurance company according to the terms and conditions of the policy. The student does not need to submit any paperwork. Please note that if you are prescribed a medication, it is unlikely that Healix will be able to coordinate payment and you will need to submit a claim for reimbursement. Please see the instructions on how to submit a claim under the below question.

**Below are the instructions:**

If you pay any out-of-pocket expenses that may be covered under this policy, keep all receipts and documentation (this would include any medical reports or records you receive, if applicable). Your university can provide the most updated claims form. Claims can be submitted via email or by mail.

**Who do I contact if I have questions about a specific claim or claims payment?**

Please call ACI at +1 888-293-9229 for information or questions about your claim.

**EXCLUSIONS – STARR INSURANCE TRAVEL MEDICAL INSURANCE PLAN**

In addition to any benefit-specific or coverage-specific exclusion, benefits will not be paid for any loss that directly or indirectly, in whole or in part, is caused by or results from any of the following unless coverage is specifically extended by reference to the exclusion in a Hazard:

1. flight in, boarding or alighting from an aircraft or any craft designed to fly above the Earth's surface except as
  - a. a fare-paying passenger on a regularly scheduled commercial or charter airline;
  - b. a passenger in a military aircraft flown by the Air Mobility Command or its foreign equivalent.
2. Covered Person's flight in, boarding or alighting from an aircraft or any craft designed to fly above the Earth's surface that is an Owned Aircraft, Leased Aircraft or Operated Aircraft.
3. a Covered Person's commission of, or attempt to commit, a felony, an assault or other illegal activity.
4. participation in a riot or insurrection.
5. a Covered Person's bungee-cord jumping, parachuting, skydiving, parasailing, hang-gliding, motorcycling, scuba diving, jet, snow or water skiing, mountain climbing (where ropes or guides are used), amateur racing, piloting an aircraft, spelunking, whitewater rafting, surfing, and parasailing. "Motorcycling" includes the use of mopeds, scooters, e-scooters, and e-bikes.

### **Additional Exclusions (associated with medical expense coverage)**

1. routine physical examinations and routine care of any kind, including routine childcare.
2. routine dental care and treatment.
3. pregnancy-related expenses that are considered preventative or routine or incidental to a pregnancy such as sonograms, lab tests, and pre-natal vitamins, except for Complications of Pregnancy.
4. expense incurred for treatment of temporomandibular or craniomandibular joint dysfunction and associated myofascial pain.
5. cosmetic surgery, except for reconstructive surgery needed as the result of a Covered Injury.
6. any elective treatment, surgery, health treatment, or examination including any service, treatment or supplies that:  
(a) are experimental; and (b) are not recognized and generally accepted medical practices in the United States.
7. treatment of injuries that result over a period of time (such as blisters, tennis elbow, etc.), and that are a normal, foreseeable result of participation in an activity.
8. replacement of artificial limbs, eyes and larynx.
9. Services, supplies, or treatment including any period of Hospital Confinement that is not recommended, approved, and certified as Medically Necessary and reasonable by a Physician, or expenses that are non-medical in nature.
10. Services or treatment rendered by any person who is:
  - a. employed or retained by the Policyholder;
  - b. living in the Covered Person's household;
  - c. an Immediate Family Member of either the Covered Person or his or her Spouse/Domestic Partner; or
  - d. the Primary Insured.
11. Personal comfort or convenience items, such as but not limited to, hospital telephone charges, television rental, internet access, barber services or guest meals while confined in a Hospital.
12. any treatment, service or supply not specifically covered by the Policy.