

International Travel Insurance and Assistance Program

Temple University

FAQ & Summary of Benefits 2025-26

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 [Temple University-affiliated Travel](#). The policy also covers spouse (domestic partners, life partners) and dependent children of covered members stated above. The evacuation and repatriation aspects of the Everest 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 Global membership provides pre-travel advice. Once abroad, you may access the full range of Healix services and your Everest Insurance travel medical insurance for the duration of your university-affiliated travel, plus up to a total of 3 days of personal travel immediately before and/or after.

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?

Yes, if you are outside of the United States on approved, university-affiliated travel, you will be covered under these policies, even if you are traveling to your country of permanent residence. The exception is that you will not be covered for any war-related claims.

Are there any country restrictions in terms of policy coverage?

Yes. War-related claims will *not* be covered in the following locations:

The United States and its territories and possessions, One's Home Country of Permanent Residence, Afghanistan, Iraq, Russia, Belarus, Ukraine, and Israel including the West Bank and Gaza Strip, Lebanon, Somalia, South Sudan, Sudan, Syria, and Yemen.

*locations are subject to change

Other coverage within the policy is still applicable. In addition, travelers should review resources, such as Temple's [Risk Profiles by Country](#), the [U.S. Department of State](#) and [Healix](#), and consult with Office of Global Health, Safety and Security (GHSS) to determine if there are additional exclusions for any high-risk security locations, especially related to the security evacuation benefit.

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?

An ID card is not needed for Healix or Everest Insurance. You can visit the [GHSS website](#) to find Temple's dedicated phone number and email address. You **will not receive a separate insurance ID card**.

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 Everest Insurance for international travelers on Temple affiliated-travel.

Who do I contact if I have pre-trip medical or security questions?

Travelers should visit the [GHSS website](#) to familiarize themselves with the services that Healix offers travelers while they are abroad.

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 (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](#). Log-in with your TU Accessnet email and if prompted for a policy number use: **TEMP2302233**
- Via the Healix Travel Oracle website at <http://tow.healix.com/> using your TU Accessnet email and credentials to register.

The Assistance Center is staffed by doctors, logistics coordinators, and security experts that are able to 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 properly registered their travel.

Faculty and Staff: Temple faculty or staff traveling for university-affiliated purposes must have an approved [Pre-Travel Application](#). Faculty or staff who book through Concur or Christopherson Travel are automatically registered with Healix.

Travelers with an approved Request for Travel and Expense Exception for airfare should submit a copy of their confirmed travel itinerary to temple.trips@healix.com. The email must be sent from the AccessNet Email Account of the individual traveling.

Students: Students participating in a Temple education abroad program administered by the Office of Education Abroad and Overseas Campuses, Beasley College of Law International Programs, Fox Global (College of Business), or Klein College of Media and Communication Study Away are automatically enrolled in Healix and the international travel medical insurance.

Students traveling independently must follow the [International Travel Approval Process](#) to register their travel with Temple University.

Everest Insurance Medical Insurance Plan Benefits

Insurance Company: Everest Reinsurance Company

Policy Period: 7/1/2025 – 7/1/2026

Policy Number: AHB0000072-251

All Benefits are in U.S. Dollar Amounts:	
Medically Necessary Services related to an Illness or Injury <ul style="list-style-type: none"> • Physician Office Visits • Hospitalizations • Diagnostic Tests • Ambulance Services • Prescription Drugs • Mental Health 	\$500,000 per calendar year
Emergency Dental	Included; up to \$20,000 for injury
Deductible	\$0
Pre-Existing Conditions	Covered

What is covered under the Everest 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. Security evacuations and medical evacuations, and repatriation of remains are also covered under this program; however, they must be authorized by Healix in advance.

Are my routine mental health counseling sessions covered?

Yes, as long as you contact Healix to arrange those sessions, they are covered up to the medical limit of \$500,000

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 physicals, and annual women's wellness exams. Routine pregnancy services are not covered.

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. It is best to get all refills for a medication that you take on a routine basis prior to traveling. This includes both preventative and maintenance medication for chronic health conditions for the full duration of your time abroad.

Always check to see if your medication is allowed in the country you are traveling to. For instance, many common medications and over-the-counter drugs in the United States are [illegal in Japan](#). Other forms of medication may be challenging to bring to the country. For example, traveling with injectable medication or medication requiring refrigeration. It is important to note that not all medications are available locally, or in the same dosage or form of administration. In some locations, a prescription from a local doctor in the host-nation language may be required. Please discuss this with Healix as they will be able to provide you with advice.
(continued...)

For advice on import and access to medication in your destination(s) contact Healix at temple@healix.com. Your email should include:

- A list of your prescribed medications;
- The condition(s) each medication is prescribed to treat;
- Dosage (e.g. 150mg);
- Form of administration (e.g. tablet, liquid, injectable);
- The locations and dates of your travel.

This should be completed no later than one month in advance of your travel.

What happens if I lose my medication while traveling?

Everest Insurance will cover the replacement of medication for lost prescriptions that are medically necessary during the trip.

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 teeth that occurs while on a school-sponsored trip.

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. In addition, the insurance will cover prescribed post-exposure prophylaxis and emergency contraception in response to incidents of sexual assault.

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.

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.

I saw an exclusion related to sports. What does this mean?

The exclusion is for "Practice or play in any amateur, club sport, Intercollegiate, Interscholastic, Intramural School activity or professional sports contest or competition." If you play a "pick up" game (non-competitive, recreational, fun) of basketball, you are covered. If you join the club rugby team at your host institution, you are not covered. Essentially, once the sport becomes organized and competitive in nature, you are not covered for any injuries sustained during practice or play. If you have questions about whether a particular sports activity is covered, please reach out to: GHSS@temple.edu.

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

Yes, pre-existing conditions are covered. Individuals requiring ongoing treatments, medical appointments, diagnostic testing, or access to medical supplies are advised to report their needs to Healix at temple@healix.com to verify available treatment and coverage through Everest.

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 Everest Insurance, and Healix will be reimbursed directly from Everest. The traveler does not need to submit any paperwork.

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

Contact GHSS@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 traveler 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.

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. Contact GHSS@temple.edu.

EXCLUSIONS – EVEREST INSURANCE TRAVEL MEDICAL INSURANCE PLAN

The following constitute general exclusions under the Everest Travel Medical Insurance Plan:

- Regular health check-ups
- Travel in or upon a water jet ski
- Any two or three wheeled motor vehicle other than a motorcycle registered for on-road travel; any off-road motorized vehicle not requiring licensing as a motor vehicle; when used for recreation or competition.
- Travel or flight in or on any vehicle for aerial navigation, including boarding or alighting from:
 - While riding as a passenger in any Aircraft not intended or licensed for the transportation of passengers; or
 - While being used for any test or experimental purpose; or
 - While piloting, operation, learning to operate or serving as a member of the crew thereof; or
 - While traveling in any such Aircraft or device which is owned or leased by or on behalf of the participating organization of any subsidiary or affiliate of the participating organization, or by the Covered Person or any member of their household; or
 - A space craft or any craft designed for navigation above or beyond the earth's atmosphere; or
 - An ultralight, hang-gliding, parachuting, or bungee-cord jumping;
 - Except as a fare paying passenger on a regularly scheduled commercial airline or as a passenger in a non-scheduled, private aircraft used for business or pleasure purposes.
- Practice or play in any amateur, club sport, Intercollegiate, Interscholastic, Intramural School activity or professional sports contest or competition

For a complete list of exclusions, please contact GHSS@temple.edu.

Disclaimer

The FAQ provides a brief description of important features but does not replace or supersede the policy. The policy governs. The policy includes a full description of coverage, terms, conditions, and exclusions.