

# Here is your MEDEX Identification Card

## WORLDWIDE 24-HOURS A DAY

When traveling for business or pleasure\*, you can now feel confident that you are in safe hands if an emergency arises. MEDEX provides medical and travel-related assistance services.

Always carry your MEDEX Identification card with you. Listed on the back of the card are the telephone numbers for the worldwide MEDEX network. When you call MEDEX, be prepared to provide your group number, organization's name, your name and a description of the situation.

\*Please note, while MEDEX worldwide assistance services are available for business or pleasure travel, your specific accident coverage through Chubb may only insure you for business travel. Please familiarize yourself with your insurance benefits before departing on any trip.

### MEDEX PORTFOLIO OF SERVICES:

#### MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals  
Close Monitoring of Treatment  
Facilitation of Hospital Payment Guarantees and Admission/Discharge Planning  
Dissemination of Insurance Information to Medical Providers  
Emergency Vaccine and Blood Transfers  
Replacement of Prescription Medications  
Replacement of Corrective Lenses and Medical Devices  
Dispatch of Doctors and Specialists  
Coordination of Medical Records Transfer  
Continuous Updates to Family, Employer and/or Home Physician as Requested  
Coordination of Hotel Arrangements for Convalescence

#### MEDICAL TRANSPORTATION SERVICES

Emergency Medical Evacuations  
Medically Supervised Repatriations  
Repatriation of Mortal Remains

#### TRAVEL ASSISTANCE SERVICES

Pre-travel Information  
Coordination of Emergency Travel Arrangements  
Coordination of the Return of Dependent Children/  
Traveling Companions  
Coordination of Transportation to Join a Hospitalized Member

#### PERSONAL ASSISTANCE SERVICES

Emergency Transfer of Funds  
Assistance with the Replacement of Lost or Stolen Travel Documents  
Emergency Translation Services  
Referrals to Interpreters  
Referrals to Attorneys/Bail Bond Assistance  
Emergency Message Transmittals  
Coordination of Vehicle Return  
Coordination of Emergency Pet Housing and/or Pet Return  
Referrals to Specialized Security Providers

#### FREQUENTLY ASKED QUESTIONS:

**WHO IS MEDEX?** Since 1977, MEDEX has been assisting travelers worldwide by utilizing highly trained, multi-lingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.

**WHEN SHOULD I CONTACT MEDEX?** Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that MEDEX is there to help you with any type of problem regardless of the severity.

**WHAT IF LOCAL MEDICAL FACILITIES ARE INADEQUATE?** If, through its medical management, MEDEX determines that local medical providers are inappropriate for treatment, MEDEX will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

**WHAT HAPPENS IF I AM HOSPITALIZED?** It is important to notify MEDEX as soon as possible. MEDEX will immediately contact your treating physician to assess your condition and treatment plans to ensure your safe recovery. MEDEX will then update your family, employer/organization and personal physician as appropriate. MEDEX will assist you until you have returned home or have received final treatment.

Detach and carry with you at all times.



### MEDEX ASSISTANCE COORDINATION CENTER: United States, Baltimore, MD – (1) 410-453-6330

*If your location is not listed or the call will not go through, call the 24-hour Coordination Center COLLECT.*

#### TOLL FREE ACCESS\* - The numbers below must be dialed from *within* the country.

Australia and Tasmania:	1-800-127-907	Mexico:	001-800-101-0061
Austria:	0-800-29-5810	Netherlands:	0800-022-8662
Belgium:	0800-1-7759	New Zealand:	0800-44-4053
Brazil:	0800-891-2734	Philippines:	1-800-1-111-0503
China (northern regions):	108888-800-527-0218	Portugal:	0800-84-4266
China (southern regions):	10811-800-527-0218	Republic of Ireland (Éire):	1-800-409-529
Egypt (inside Cairo):	510-0200-1-877-569-4151	Republic of South Africa:	0800-9-92379
Egypt (outside of Cairo):	02-510-0200-1-877-569-4151	Singapore:	800-1100-452
Finland:	0800-114402	South Korea:	00798-1-1-004-7101
France and Monaco:	0800-90-8505	Spain and Majorca:	900-98-4467
Germany:	0800-1-811401	Switzerland and Liechtenstein:	0800-55-6029
Greece:	00-800-4412-8821	Thailand:	001-800-11-471-0661
Hong Kong:	800-96-4421	Turkey:	00-800-4491-4834
Indonesia:	001-803-1471-0621	U.K., N. Ireland, Isle of Jersey and Isle of Man:	0800-252-074
Israel:	1-800-941-0172	United States, Canada, Puerto Rico, US Virgin Islands, Bermuda:	1-800-527-0218
Italy, Vatican City and San Marino:	800-877-204		
Japan:	00531-11-4065		