

MOUNT VERNON

NAZARENE UNIVERSITY

Travel Assistance and Insurance Notice

This notice is designed to provide important details regarding assistance and insurance protocols related to travel incidents (both domestic and international).

Types of items covered (varies by circumstances):

- Liability to MVNU and people on the trip
- Property damage
- Auto incidents (resulting in property or personal injury)
- Medical treatment for accidents and illnesses
- Accidental death and dismemberment (AD&D)
- Repatriation (emergency transportation to U.S.)
- Medical and legal assistance

Who to contact:

- If your trip has been coordinated through an organization that is familiar with services in the area, working with them to access services to resolve the incident is often a good option.
- Domestic medical:
 - o If life threatening, dial 911 and follow their instructions
 - o Otherwise, contact a local doctor or hospital for needed services
 - o Save all billing, care, and contact information provided, as this will assist with later resolutions
 - o For other medical, personal, and travel assistance, contact Emergency Assistance Services (their contact information is later in this document)
- International medical, legal, liability, and travel assistance:
 - o Call Emergency Assistance Services (their contact information is later in this document). They will either directly assist or provide you with entities that can help with specific situations you are experiencing.
 - o Save all billing, care, and contact information provided, as this will assist with later resolutions
- Upon returning to campus, contact Alan Shaffer with details related to your incident.

Contact Information:

- Emergency Assistance Services:
 - o Toll free inside U.S. and Canada: 1-800-766-8206
 - o Toll free outside U.S. and Canada: IDD + 800-0200-8888
 - o Collect calls outside the U.S. and Canada: 1-202-659-7777
 - o When collect or toll free call are not available outside U.S. and Canada: IDD 1-202-659-7777
 - o Plan #: 01 SP 585; Policy #: PHFD37254770
- MVNU Steve Jenkins:
 - o Email: sjenkins@mvnu.edu
 - o Phone: (work) 1-740-397-9000, ext. 4409; (cell) 1-740-263-0006
 - o Fax: 1-740-397-2769
- MVNU Safety: 1-740-397-9000, ext. 4000
- MVNU's Insurance Agent:

- Keith Dobrolinsky, Assurance Agency, Ltd.
- Email: kdobrolinsky@assuranceagency.com
- Phone: (work) 1-847-463-7345; (cell) 1-630-417-5918

Information needed for Medical Emergencies:

- Name of caller, phone/fax number, relationship to patient
- Patient's name, age, sex
- Description of patient's condition
- Name, location, and phone number of hospital
- Name and phone number of treating doctor; where and when treating doctor can be reached
- Health insurance number (and auto insurance information if involved in an auto accident)
- Plan #: 01 SP 585; Policy #: PHFD37254770
- Name of Insured (MVNU)

8/27/10