LewerMark
Student Insurance

GLOBAL EMERGENCY SERVICES

Foreign students with an active LewerMark Student Insurance policy and their dependents have access to a unique global emergency assistance program provided by Scholastic Emergency Services (SES). This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while studying or traveling in a foreign country. One simple phone call to SES will connect you to:

- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers

Scholastic Emergency Services
an assist america® partner

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MEDICAL EMERGENCY SERVICES*

Medical Consultation, Evaluation & Referral
The 24/7 SES Operations Center is staffed by trained, multilingual assistance personnel who are available for medical consultations, evaluations and referrals to Western-trained physicians.

Critical Care Monitoring
SES maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.

Emergency Medical Evacuation
If appropriate care is not available near the member's location, SES will safely evacuate the member to the nearest facility that meets our rigorous standards.

Hospital Admission Assistance
SES fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital.

Medical Repatriation
When deemed medically necessary, SES provides transportation home or to a specified health facility with a medical or non-medical escort as required.

Prescription Transfer or Replacement
When a prescription is lost or left behind, SES works with the prescribing physician and a local pharmacy to replace the member's medicine.

NON-MEDICAL EMERGENCY SERVICES*

Compassionate Visit
SES will arrange and pay for a loved one to join a student who is traveling alone and is expected to be hospitalized for more than five days.

Care of Minor Children
If a minor child(ren) is left unattended due to a member's medical emergency, SES will pay for the child(ren) to return home to a family member, or will arrange childcare locally or at home.

Return of Mortal Remains
In the event that a member passes away, SES will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.

Bereavement Reunion
SES will arrange and pay for a family member to travel to the location of the remains to accompany the remains back to the deceased member's place of residence.

Return Home Due to Sibling/Parent's Death
If a member's sibling or parent dies, SES will arrange for the member to return home via economy air transportation or other appropriate transportation means.

Return of Vehicle
If a member's vehicle, still in working-condition, is left away from home as the result of a medical emergency, it will be brought home safely via ground transportation.

Emergency Trauma Counseling
SES provides immediate emergency telephonic trauma counseling, with follow-up referrals to qualified counselors either on site or upon return home.

Lost Luggage & Document Assistance
SES works with airlines to recover lost bags, and replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.

Interpreter & Legal Referral
SES can recommend trustworthy legal counsel and interpreter services in any country.

Bail Bond Coordination
SES will assist in coordinating bail bond, wherever legally permissible, as required by the member. The sources of the funds is the responsibility of the member.

Emergency Cash Advance
SES will assist in coordinating the transfer of emergency cash to a member. The sources of the funds is the responsibility of the member.

Emergency Message Transmission
SES can receive and transmit emergency messages to or from home.

Pre-Trip Information
Members can review country profiles, visa requirements, immunization regulations, security advisories directly from the Assist America website and Mobile App.

*For a complete description of the services available to you, consult your service certificate provided by your plan administrator and/or by Scholastic Emergency Services. Services must be arranged by SES. Claims for reimbursement will not be accepted.

DOWNLOAD THE MOBILE APP

Access a wide range of global emergency assistance services from your phone by downloading the FREE Assist America Mobile App for iPhone and Android.

TAP FOR HELP
One-touch call to Assist America's 24/7 Operations Center

VOICE OVER INTERNET PROTOCOLS
Avoid international phone charges by calling Assist America for free using a Wi-Fi connection

PRE-TRIP INFORMATION
Access detailed country-specific information to prepare your trip

TRAVEL ALERTS
Receive alerts on urgent global situations that may impact travel

TRAVEL-STATUS INDICATOR
A GPS feature letting you know when you are eligible for services

EMBASSY & U.S. PHARMACY LOCATOR
Locate the nearest embassy/consulate of 23 countries and pharmacies near you (U.S. pharmacies only)

MOBILE ID CARDS
Your Assist America ID card is conveniently stored within the app

AVAILABLE IN 7 LANGUAGES
The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French

Enter your SES Reference number to set up the App:

01-AA-LEW-05034

ANDROID APP ON
Google play

Download on the
App Store

CONDITIONS

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)
- Attempts at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of a 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 or responsibility of SES.

For questions about your LewerMark Student Insurance policy, please contact LewerMark's customer service at 888-711-2332 or lewermarksupport@lewer.com.

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✈ GLOBAL EMERGENCY SERVICES

Please provide the following information when you call:

Reference Number   01-AA-LEW-05034

If you require medical assistance and are studying or traveling in a foreign country, call the SES Operations Center at:

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

+1 877 488 9833 (inside USA - Toll Free)

Or email at: medservices@assistamerica.com

- **Your name, phone number and relationship to the patient**
- **Patient's name, age, gender, reference number, school**
- **Name, location and phone number of hospital or treating doctor if applicable**

Attention: This card is not a medical insurance card. All services must be provided by Scholastic Emergency Services. No claims for reimbursement will be accepted. The holder of this card is a member of Scholastic Emergency Services, an Assist America partner Assist America, Inc. and is entitled to its medical and personal services.

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