



Details on Redpoint Emergency Travel Assistance for Travel Less than 90 Days

The following are offered to University faculty and staff based on your individual benefit selections:

Travel Assistance	Services for Basic Life Insurance Participants	Services for UPlan Medical Participants
Medical Evacuation and Medical Repatriation (Transportation After Stabilization) Services		
Emergency medical evacuation	Redpoint arranges; Participant pays	Redpoint arranges; Medica pays
Transportation after stabilization from hospital to home or medical facility	Redpoint arranges; Participant pays	Redpoint arranges; Medica pays
Transportation to join a hospitalized member	Redpoint arranges and pays up to \$5,000. Available when the traveler is evacuated and hospitalized for 7 days or longer.	Redpoint arranges and pays up to \$5,000. Available when the traveler is evacuated and hospitalized for 7 days or longer.
Return of dependent children	Redpoint arranges and pays up to \$5,000 for all children. Available when the traveler is evacuated and hospitalized.	Redpoint arrange and pay up to \$5,000 for all children
Return of mortal remains to home country	Redpoint arranges and pays up to \$50,000; Redpoint must arrange in order to pay for the benefit	Redpoint arranges and pays up to \$50,000
Medical Assistance Services		
Medical/dental referrals	Redpoint referral	Redpoint referral
Inpatient medical expense guarantee and payment	Not applicable	Participant is expected to pay for services and file claim with Medica. In limited circumstances, Redpoint may

		make payment guarantee or actual payment.
Medical (treatment) monitoring	Redpoint service	Redpoint service
Assistance with insurance claims forms	Redpoint service	Redpoint service
Transport of medication, vaccine, blood and medical supplies	Redpoint service; Participant pays for service	Redpoint arranges; Medica pays
Dispatch of doctors/specialists	Redpoint service; Participant pays for service	Redpoint arranges; Medica pays
Transport of medical records, documents, and studies	Redpoint service; Participant pays for service	Redpoint arranges
Updates to family, employer, and home physician	Redpoint service as requested	Redpoint service as requested
Hotel arrangements for recovery or recuperation	Redpoint service; Participant pays for service and convalescence	Redpoint arranges; Medica pays
Replacement of corrective lenses and medical devices	Redpoint service; Participant pays for service	Redpoint arranges; Participant or Medica (if applicable) pays
Pre-hospital assistance	Redpoint service	RedPoint service. Medica to pay for services that are medically necessary to treat the condition that are eligible for coverage under the medical plan. Any administrative services are not eligible for coverage.
Emergency medical transportation	Redpoint service; Participant pays for service	Redpoint arranges; Medica pays
Transfer from initial hospital to the nearest appropriate hospital	Redpoint service; Participant pays for service	Redpoint arranges; Medica pays
Provide Destination Intelligence & Travel Assistance Services		
Covered radius is more than 100 miles from home	Redpoint service (no payment needed)	Redpoint service (no payment needed)
Transportation of traveling companion	Redpoint arranges; Participant pays for travel	Redpoint arranges; Participant pays for travel
Cultural information	Redpoint service	Redpoint service

Travel Alerts	Redpoint service	Redpoint service
Replacement of lost/stolen documents, such as passports and visas	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Transfer of funds	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Currency exchange rates	Redpoint service	Redpoint service
Emergency cash advance and bail bond referrals	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Legal locator referrals	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Telephonic interpretation services	Redpoint service	Redpoint service
Immunization/inoculation requirements	Redpoint service	Redpoint service
Consular/embassy locations or referrals	Redpoint service	Redpoint service
Local voltage information	Redpoint service	Redpoint service
Lost luggage	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Emergency message relay and counseling	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Pet return services	Redpoint service; Participant to pay if costs incurred	Redpoint service; Participant to pay if costs incurred
Rental vehicle assistance	Redpoint arranges and pays up to \$500	Redpoint arranges and pays up to \$500
Security/ Political/ Natural Disaster Evacuations		
Transportation to a departure point	Redpoint arranges; University to pay	
Transportation after a natural disaster– a one-way ticket to home or host country, at member’s request	Redpoint arranges; University to pay	
Evacuation alert notifications	Redpoint arranges; University to pay	
Availability of security experts	Redpoint arranges; University to pay	

Ground transportation to the nearest international airport or another safe departure point	Redpoint arranges; University to pay
Evacuation from an international airport or another safe departure point, to the nearest safe haven.	Redpoint arranges; University to pay
Where evacuation becomes impractical due to natural disaster conditions, the insurer will maintain contact until evacuation is practical or emergency security situation has passed	Redpoint arranges; University to pay

If you have questions, contact Redpoint at 855-516-5433 (U.S. and Canada), or +1-415-484-4677 (collect calls accepted) or operations@RedpointResolutions.com.