

# Here is your MEDEX Identification Card

## WORLDWIDE 24-HOURS A DAY

When traveling, you can now feel confident that you are in safe hands if an emergency arises. MEDEX provides medical, security 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 MEDEX ID number, organization's name, your name and a description of the situation.

### MEDEX PORTFOLIO OF SERVICES:

#### MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals  
Monitoring of Treatment  
Facilitation of Hospital Payments  
Transfer of Insurance Information to Medical Providers  
Medication, Vaccine and Blood Transfers  
Dispatch of Doctors and Specialists  
Transfer of Medical Records  
Continuous Updates to Family, Employer and Home Physician  
Hotel Arrangements for Convalescence  
Replacement Corrective Lenses and Medical Devices

#### TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents  
Emergency Travel Arrangements  
Transfer of Funds  
Legal Referrals  
Translation Services  
Message Transmittals  
Emergency Pet Housing and/or Pet Return

#### WORLDWIDE DESTINATION INTELLIGENCE

Pre-Travel Information  
Travel and Health Information  
Real-Time Security Intelligence

### MEDICAL EVACUATION AND REPATRIATION SERVICES

Emergency Medical Evacuations  
Transportation to Join a Hospitalized Member  
Return of Dependent Children  
Transportation After Stabilization  
Repatriation of Mortal Remains

### PERSONAL SECURITY SERVICES

Political Evacuation Services  
Security Evacuation Services  
Transportation After Political or Security Evacuation

### FREQUENTLY ASKED QUESTIONS:

**WHO IS MEDEX?** Since 1977, MEDEX has been assisting travelers worldwide by utilizing highly trained, multilingual 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.*

TRAVEL WITH CONFIDENCE

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MEDEX ID: XXXXXXXXXX  
 Global Benefits Policy #: XXXXXXXXXX  
 Name: \_\_\_\_\_

Valid Dates: **Pre-Approved AU Program**



Notice to Physicians/Suppliers: Call MEDEX for assistance with benefits verification and procedures. Call 24 hours if hospitalized patient. If you do not have access to a phone, email for assistance: [open.enr@medex.com](mailto:open.enr@medex.com) [www.medex.com](http://www.medex.com)

**MEDEX EMERGENCY RESPONSE CENTER:**  
United States, Baltimore, MD 1-410-453-6330

TOLL FREE ACCESS - The numbers below must be dialed from within the country. Hours 24 hours a day. See the Global Benefits Policy for details of the 24-hour Emergency Response Center (ERC) TOLL FREE.

Australia (incl. Easter Is.)	1-602-422-4900	Vienna	0043-1-431-4904
Bahamas	1-849-778-9119	Washington	301-422-6647
Bahrain	973-333-1597	Washington	202-461-5900
Brazil	0052-201-7145	Washington	1-800-331-5900
Canada (incl. Mexico)	1-800-441-4900	Washington	202-461-5900
China (incl. Hong Kong)	86-10-20620200	Washington	202-461-5900
China (incl. Taiwan)	886-2-2709-1100	Washington	202-461-5900
Colombia (incl. Panama)	57-1-494-1500	Washington	202-461-5900
Costa Rica	506-2-22-1100	Washington	202-461-5900
Cuba	53-7-83-8936	Washington	202-461-5900
Czech Republic	42-2-22-1100	Washington	202-461-5900
Denmark	45-33-33-1100	Washington	202-461-5900
France	33-1-47-47-1100	Washington	202-461-5900
Germany	49-30-22-1100	Washington	202-461-5900
Greece	30-210-22-1100	Washington	202-461-5900
Hong Kong	852-22-1100	Washington	202-461-5900
Holland	31-20-22-1100	Washington	202-461-5900
India	91-11-22-1100	Washington	202-461-5900
Italy	39-06-22-1100	Washington	202-461-5900
Japan	81-3-3-22-1100	Washington	202-461-5900
Korea	82-2-22-1100	Washington	202-461-5900
Malaysia	60-3-22-1100	Washington	202-461-5900
Mexico	52-5-22-1100	Washington	202-461-5900
Netherlands	31-20-22-1100	Washington	202-461-5900
New Zealand	64-9-22-1100	Washington	202-461-5900
Norway	47-22-22-1100	Washington	202-461-5900
Philippines	63-2-22-1100	Washington	202-461-5900
Poland	48-22-22-1100	Washington	202-461-5900
Portugal	351-21-22-1100	Washington	202-461-5900
Russia	7-495-22-1100	Washington	202-461-5900
Singapore	65-6-22-1100	Washington	202-461-5900
South Africa	27-11-22-1100	Washington	202-461-5900
Spain	34-91-22-1100	Washington	202-461-5900
Sweden	46-8-22-1100	Washington	202-461-5900
Switzerland	41-44-22-1100	Washington	202-461-5900
Taiwan	886-2-2709-1100	Washington	202-461-5900
Thailand	66-2-22-1100	Washington	202-461-5900
United Kingdom	44-20-22-1100	Washington	202-461-5900
USA (incl. Alaska & Hawaii)	1-800-453-6330	Washington	202-461-5900
USA (incl. Puerto Rico)	1-800-453-6330	Washington	202-461-5900
Vietnam	84-4-22-1100	Washington	202-461-5900

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