

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.



See AU Office of International Education for Actual Card and AU Policy Numbers

CONFIDENCE


MEDEX ID: [REDACTED] *

Global Benefits Policy #: US [REDACTED] *

Name: [REDACTED]

Valid Dates: Pre-Approved AU Program

Notice to Physicians/Hospitals: Call MEDEX immediately for benefits verification and procedure. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: operations@medex-assist.com, www.medexassist.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.			
<small>If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center COLLECT.</small>			
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 (Eire):	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, the Channel	
Israel:	1-800-941-0172	Isles and Isle of Man:	0800-252-074
Italy, Vatican City and San Marino:	800-877-204	United States, Canada, Puerto Rico,	
Japan:	00531-11-4065	US Virgin Islands, Bermuda:	1-800-527-0218