

# Emergency Medical Evacuation

When a medical emergency arises that cannot be effectively treated by local medical providers, an emergency medical evacuation may be required. Fortunately, with your coverage from International Medical Group® (IMG®), emergency medical evacuation services are available 24/7/365.

In 1996, IMG identified the need for a dedicated team to provide emergency medical evacuation services to its members. As a result, IMG formed Akeso Care Management® (AkesoCare®), a specialized medical management division of IMG dedicated to providing emergency medical evacuation services to IMG members worldwide. Since that time, AkesoCare has successfully coordinated thousands of emergency medical evacuations throughout the world.

## ● How Does AkesoCare Handle an Emergency Medical Evacuation?

As an emergency situation arises that local medical care cannot adequately treat, AkesoCare medical staff coordinate all aspects of the emergency medical evacuation. Because each evacuation is unique, a tailored action plan is developed by AkesoCare for your medical needs. Some of the AkesoCare coordinated services that may be included in the action plan are:

- Verification of the medical condition
- Verification of medical necessity of the evacuation
- Identification of the nearest qualified medical facility to handle the unique circumstances of the insured's medical condition
- Coordination of the evacuation options, including:
  - ▶ Types and availability of appropriate transportation options (i.e., medical evacuation plane and level of medical facility on board, commercial airline, ground ambulance, sea transportation, etc.)
  - ▶ Level of medical escort personnel necessary
  - ▶ Emergency medical reunions

Knowing that you have an emergency medical evacuation benefit is vital. It's equally important that you understand what it means, and how to use it to ensure that you are prepared in case of a medical emergency.

## ● What is a Qualifying Medical Emergency?

In general, a qualifying medical emergency is a covered injury or illness where the attending physician certifies that your condition cannot be treated locally and could result in placing your life or limb in danger if medical attention is not provided within 24 hours.

## ● What Does the Emergency Medical Evacuation Benefit Cover?

The emergency medical evacuation benefit provides emergency transportation to the nearest qualified medical facility and treatment of the medical emergency.

*PLEASE NOTE: Emergency medical evacuation services must be arranged and coordinated by AkesoCare. Evacuation coverage varies by the IMG plan selected. Please consult your Certificate Wording for specific details regarding your emergency medical evacuation coverage.*



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## How Do I Initiate an Emergency Medical Evacuation Claim?

### CONTACT IMG

- During IMG business hours (7 a.m. to 6 p.m. EST)
  - ▶ Dial +1.317.655.4500 (worldwide - collect calls accepted), or +1.800.628.4664 (U.S./Canada).
  - ▶ Press "0" to be connected to an attendant.
  - ▶ Indicate it's a medical emergency and emergency medical evacuation services are required, and you'll be directed to AkesoCare personnel to assist you.
- After IMG business hours
  - ▶ Dial +1.317.655.4500 (worldwide - collect calls accepted), or +1.800.628.4664 (U.S./Canada).
  - ▶ Press "9" to be connected to an attendant.
  - ▶ Indicate it's a medical emergency and emergency medical evacuation services are required, and you'll be directed to AkesoCare personnel to assist you.

## Helpful Information?

If you are facing an emergency medical situation, providing AkesoCare the following information will assist in the prompt handling of your request:

- ▶ Patient's name
- ▶ Date of birth
- ▶ Certificate number
- ▶ Patient's location
- ▶ Hospital and/or treating provider's telephone number
- ▶ Details of the incident surrounding the need for this call (type of accident, symptoms of illness, etc.)

## After the Emergency

IMG will need to receive an itemized medical bill, any receipts for medical expenses incurred but not yet submitted, and a completed claim form within 90 days of the date the services were rendered, or 60 days of the termination date of your certificate. Please send information to:

INTERNATIONAL MEDICAL GROUP  
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 Indianapolis, IN 46208 USA  
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 Email: [customercare@imglobal.com](mailto:customercare@imglobal.com)

