# STUDENT HEALTH ADVANTAGE<sup>SM</sup>

Worldwide medical insurance for international students and scholars

ι.,

L →IMG

4

## Hello. Hola. Hallo. Hej. 您好.

You can greet someone in a foreign country in many ways. When you travel, stay safe and secure by saying hello to Student Health Advantage, a one-of-a-kind international medical insurance plan that brings you Global Peace of Mind<sup>®</sup> when you're traveling abroad.

GLOBAL peace of mind <sup>®</sup>



Benefits are subject to exclusions and limitations. This is only a summary and does not supersede in any way the Certificate of Insurance and governing policy documents (together the "Insurance Contract"). The Insurance Contract is the only source of the actual benefits provided.



Our focus on Service, Strength, and Safety Solutions provides you with the ultimate advantage: Global Peace of Mind.

#### **SERVICE** Help when and where you need it.

Nobody wants to experience an emergency while traveling the world, but if you do, you'll want a team you can trust to have your back. IMG's expert staff is here for you 24/7. We're accustomed to working in multiple time zones, languages, and currencies, so rest assured we have the training to assist you—even in remote and hazardous locations. Our international and U.S. provider networks include more than one million physicians and facilities across the globe, giving you access to quality care while away from your primary care team. Our innovative technology allows you to manage your claims, your account, and search for providers through our online portal and mobile app around the clock.

#### **STRENGTH** A market leader you can trust.

You can feel confident with IMG knowing our industry expertise has led us to serve millions of customers worldwide since 1990. Owned by SiriusPoint, a multi-billion-dollar insurance industry leader and rated "A-" by A.M. Best, an independent analyst of the insurance industry, IMG has a strong financial backing and vision to become the preeminent provider of travel and health safety solutions. With loyal customers ranging from Fortune 500 companies, universities, to individuals and other insurance companies, our personalized offerings allow us to meet the needs of nearly anyone traveling internationally.

#### **SAFETY SOLUTIONS** Products and services designed with your safety in mind.

Pursuing an education away from your home country is already stressful. We know your safety and wellbeing while studying abroad is important to you, so IMG's Student Health Advantage has solutions designed to protect you and give you Global Peace of Mind.



#### PHYSICAL HEALTH 💻

You can't plan when you get sick, and unfortunately, it can happen anytime and anywhere. Medical bills can be expensive, and IMG plans provide the cross-border medical coverage you need for unexpected medical care and routine visits.



#### MENTAL WELLNESS

Being away from your support system can be challenging. IMG provides access to mental health services, like virtual counseling, to help with the transition as you adapt to cultural differences, adjust to a change in education, and navigate new relationships while you're away from loved ones.



#### PERSONAL PROPERTY

There are some belongings you know you can't live without. IMG has you covered and can reimburse costs if your mobile device is lost, stolen, or damaged during your travels abroad.



#### CRISIS SUPPORT

Navigating an emergency in a foreign country is never easy. That's why IMG offers a multilingual staff of nurses, doctors, and case managers provide 24/7 assistance services to facilitate a response to urgent and emergency situations, such as evacuations or search and rescue missions.

#### FINANCIAL PROTECTION

Costs can add up while seeking medical treatment. However, access to IMG's international physician and provider networks and pharmacy discount programs can help you save on out-of-pocket medical expenses and prescription medications.

#### Why Student Health Advantage?

As an international student or scholar, the thrill of studying abroad is extraordinary. Your new surroundings are amazing and you're involved in new and exciting experiences. You're seeing and visiting places for the first time, while receiving the benefits of a long-term education.

Caught up in all the excitement, you may not think about falling ill or getting injured during your studies. Without warning, your experience abroad can quickly become frightening and risky if you're not prepared for a medical emergency. As an international student, peace of mind is a priority when you study abroad.

Your educational adventure or cultural exchange program should be enjoyable and gratifying. Maintaining the ability to be flexible and responsive, International Medical Group <sup>®</sup> (IMG<sup>®</sup>) has developed Student Health Advantage(SM), an international medical plan designed to specifically meet the needs of international students, scholars, and people involved in long-term educational and cultural exchange programs. The plan offers a robust package of benefits while outside your home country available 24 hours a day, providing you with Global Peace of Mind<sup>®</sup>. After all, you are global. Your medical insurance should be too.

#### Plan Highlights

- » Meets U.S. student, scholar, and cultural exchange program visa requirements
- » Coverage for individuals or groups of five or more primaries and their dependents
- » Mental and nervous disorders and substance abuse coverage
- » Intercollegiate/interscholastic/intramural or club sports coverage
- » Maternity coverage (Platinum only)
- » International emergency care



PLAN DETAILS

PHYSICAL HEALTH

Part Illness or Injury Illmit       Student: \$ 300,000 Dependent: \$ 100,000         Deductible - Part Illness or Injury       5330         Coinsurance for Eligible Medical Expenses in addition to belactible in additin the belactible in addition to belactible in addition to belacti	Coverage Limit / Maximum Amour	nt for Eligible Medi	cal Expenses		
Detectivities         5230           Exclusion on playing         5230           Coinsurance of FEligible Medical Expenses         International Consurance         International Consurance <thinternational consurance<="" th="">         Internat</thinternational>	Maximum Limit	Stuc	lent: \$500,000 Dependent: \$100	,000	
<ul> <li>A refinement or injury</li> <li>A properting of the second propering of the second properting of the second pro</li></ul>	Per Illness or Injury limit	Student: \$300,000 Dependent: \$100,000			
Benefits       In-Network       Out-of-Network       International Presentations and the second an	Deductible Per Illness or Injury	\$250			
Consurance is not addition to DeductiblePlan pays SM Insured pays 20%Plan pays SM Insured pays 20%Pla	Coinsurance for Eligible	e Medical Expense	S		
Insuration to Deductible       Insuration to Deductible       Insuration to Deductible       Insuration to Deductible         Out of Pocket Maximum       \$1,000       Up to the Maximum Limit.       \$0         Interfacility Ambulance Transfer, Emergency Medical Evacuation       No coverage if Pre-certification requirements are not met         It obstruction of Digitable Medical Evacuation       Struction of Digitable Medical Expenses IP the certification requirements are not met         It obstruction of Digitable Medical Evacuation       Struction of Digitable Medical Evacuation       Struction of Digitable Medical Evacuation         Colorgen resulting directly or indirectly from or relating to any Pre-existing Condition that exister Version has mentioned 1 montrins of a certification requirements are not metaling to structure in the insurance.       Structure IP evaluation in the insurance.         Colorgen reper visit       St       Structure IP evaluation in the insurance.       Structure IP evaluation in the insurance.         Eligible Medical Expenses       90%       80%       100%         Physical VisitStruct to Energency Room       90%       80%       100%         Physical VisitStruct to Struct and Physical VisitStruct To Envergency Room       90%       80%       100%         Physical VisitStruct to Envergency Room Visit for Treatment that does not struct to a struct the insurance.       Notable Crist To Enversurance.       Notable Crist To Enversurance To Coverange for a Tabactary visit tor Covera	Benefits	In-Network	Out-of-Network	International	
Precertification         No coverage Pre-certification requirements are not met         No coverage Pre-certification requirements are not met         Sive deduction of Eligible Medical Expanses if Pre-certification requirements are not met         Sive deduction of Eligible Medical Expanses if Pre-certification requirements are not met metanalized 12 months of continuous coverage under the insurance.         Sive dent Heading to any Pre-existing Condition that existed within 36 months prior to the Effective Date are excluded until the Insured Preson has metanalized 12 months of continuous coverage under the insurance.         Coparamet per visit         Sive dent Heading to any Pre-existing Condition that existed within 36 months prior to the Effective Date are excluded until the Insured Preson has metanalized 12 months of continuous coverage under the insurance.         Sive dent Heading to any Pre-existing Condition that existed within 36 months prior to the Effective Date are excluded until the Insured Preson has metanalized 12 months prior to the Insured Preson has metanalized 12 month prior to the Insure Preson has metanalized 12 month	Coinsurance In addition to Deductible				
Interfacility Ambulance Transfer, Emergency Medical Evacuation         No coverage if Pre-certification requirements are not met           All other Treatments & supplies         50% reduction of Eligible Medical Expenses if Pre-certification requirements are not met instances           Charges resulting directly or indirectly from or nebating to any Pre-existing Condition the seated within 36 months pior to the Effective Data are excluded until the Insure Person has maintained 12 months of continuous coverage under this insurance.           Copyment per visit         \$5           Consurance         Student Head IN           Unpatient/Outpot/sective         \$1           Pre-existing Coverage in Pre-existing Condition the seated within 36 months pior to the Effective Data are excluded until the Insure Person has maintained 12 months of continuous coverage under this insurance.           Copyment per visit         \$1           Consurance         Interfacility           Integration (Statis Services)         \$0%           Suggery is not subject to the Maximum visit limit         \$90%           Horss subject to 250 Deductible insurance, Integrating to acting the service of the Maximum visit limit         \$00%           Horss subject to 250 Deductible instructure of the Simple of the Insurance intersult in a direct Horspital dimension.         \$0%         \$0%         \$0%           Instructure of the Simple of the Maximum visit limit         Coverage for a constructure on anot covered intenssubject to 250 Deductible in each Emeretion Simple	Out of Pocket Maximum	\$1,000	Up to the Maximum Limit	\$0	
NI other Treatments & supplies       System duction of Highble Medical Expenses if Pre-certification requirements are not or pre-existing Condition that existed with 36 months prior to the Effective Date are excluded until the Insured Person has maintained 12 months of continuous coverage under this insurance.         Student Health Center         Consurance         Dispan="2">Consurance coverage under this insurance.         Student Health Center         Consurance         Dispan="2">Dispan="2"         Dispan="2">Dispan="2">Dispan="2"         Dispan="2">Dispan="2"         Dispan="2">Dispan="2"         Dispan="2"         Dispan="2" <th colspa="&lt;/td"><td>Precertific</td><td>cation</td><td></td><td></td></th>	<td>Precertific</td> <td>cation</td> <td></td> <td></td>	Precertific	cation		
Pre-existing Conditions         Charges resulting directly or indirectly from or relating to any Pre-existing Condition that existed within 30 months prior to the Effective Date are excluded until the Insured Person has maintained 12 months of continuous coverage under this insurance.         Student Headlth Center         Copayment per visit	Interfacility Ambulance Transfer, Emergency Medical Evacuation	No coverage	if Pre-certification requirements	s are not met	
Charges resulting directly or indirectly from or relating to any Pre-existing Condition the existed within 36 months prior to the Effective Date are excluded until the insured Person has maintained 12 months of continuous coverage under this insurance.         Student Health Center         Coparamet per visit • Not subject to the per liness or nigury Deductible         Department per visit • Not subject to the per liness or nigury Deductible         Department per visit • Not subject to the per liness or nigury Deductible         Department per visit • Not subject to the per liness or nigury Deductible         Benefits       In-Network       Out-of-Network       International International (Not Subject to the Maximum Visit per day: 1)         Suggery in als subject to file Maximum Visit per day: 1       Suggery in als subject to Deductible on tresult in a direct Hospital admission.       • Not subject to Deductible and Coinsurance • Mention a S2SD Outchateble for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.       • Not subject to Deductible and Coinsurance • Mention are scaled or identified during such consultation is a career during a Teleconsultation is a career during a Teleconsultation is a determination that any specific condition discussed, mixed or identified during such consultation is a career during of endersung mixed and mission.         Provide Care       99%       80%       100%       100%       100%       100%       100%       100%       100%       100%       100%       100%       100% <td>All other Treatments &amp; supplies</td> <td>50% reduction of Eligible Me</td> <td>edical Expenses if Pre-certificatio</td> <td>on requirements are not me</td>	All other Treatments & supplies	50% reduction of Eligible Me	edical Expenses if Pre-certificatio	on requirements are not me	
Charges resulting directly or indirectly from or relating to any Pre-existing Condition the existed within 36 months prior to the Effective Date are excluded until the insured Person has maintained 12 months of continuous coverage under this insurance.         Student Health Center         Coparamet per visit • Not subject to the per liness or nigury Deductible         Department per visit • Not subject to the per liness or nigury Deductible         Department per visit • Not subject to the per liness or nigury Deductible         Department per visit • Not subject to the per liness or nigury Deductible         Benefits       In-Network       Out-of-Network       International International (Not Subject to the Maximum Visit per day: 1)         Suggery in als subject to file Maximum Visit per day: 1       Suggery in als subject to Deductible on tresult in a direct Hospital admission.       • Not subject to Deductible and Coinsurance • Mention a S2SD Outchateble for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.       • Not subject to Deductible and Coinsurance • Mention are scaled or identified during such consultation is a career during a Teleconsultation is a career during a Teleconsultation is a determination that any specific condition discussed, mixed or identified during such consultation is a career during of endersung mixed and mission.         Provide Care       99%       80%       100%       100%       100%       100%       100%       100%       100%       100%       100%       100%       100% <td>Pre-existing C</td> <td>Conditions</td> <td></td> <td></td>	Pre-existing C	Conditions			
Copayment per visit <ul> <li>Not subject to the per illness or injury Deductible</li> <li>Coinsurance</li> <li>Inpatient/Outpotient Beenefits</li> <li>Inpatient/Outpotient Beenefits</li> <li>In-Network</li> <li>Out-of-Network</li> <li>International</li> <li>Sargery is not subject to the Maximum visit limit</li> <li>Sargery is not subject to a S2D oductible for each Emergency Room visit for Treatment that does in circumpter to a S2D oductible for each Emergency Room visit for Treatment that does</li> <li>International Circumpter to a S2D oductible for each Emergency Room visit for Treatment that does</li> <li>Not subject to Darger and Ancillary Services</li> <li>Not subject to a S2D oductible for each Emergency Room visit for Treatment that does</li> <li>Internation of a visit of a visit</li></ul>	Charges resulting directly or indirectly from or relating to any Pre-existing Condition that existe	ed within 36 months prior to the		til the Insured Person has	
* Nor subject to the per Illness or Injury Deductible Coinsurance Plan pays 100% Insured pays 0% Insured pays 0% Eligible Medical Expenses Senerits Senerits Senerits Senerits Senerits Senerits Surgery in or subject to the Maximum visit limit Hospital Emergency Room Deductible for each Emergency Room visit for Treatment that does in tresult in a direct Hospital admission. Feleconsultation (Groups only) Feleconsultation (Groups only) Feleconsultation (Groups only) Holpsy Senerits Hespitalization / Room & Board * Average semi-private room rate * Average semi-private room rate * Includes runsing, miscellaneous and Ancillary Services Maximum Senerits Hespitalization / Room & Board * Average semi-private room rate * Average semi-private room rate * Includes runsing miscellaneous and Ancillary Services Hespitalization / Room & Board * Average semi-private room rate * Average semi-private room rate * Average semi-private room rate * Average semi-private room rate * Includes runsing from any conditioned adding a Teleconsultation second adding a Teleconsultation second adding a Teleconsultation second adding a Teleconsultation and second adding addin	Student Heal	th Center			
Consurance       Insured pays 0%         Inpatient/Outpatient Benefits       Out-of-Network       International         Eligible Medical Expenses       90%       80%       100%         Physician Visits/Services       90%       80%       100%         * Maximum Visits per day, 1       90%       80%       100%         * Mostimum Visits per day, 1       90%       80%       100%         * Injury: Not subject to the Maximum visit limit       90%       80%       100%         * Injury: Not subject to Emergency Room       90%       80%       100%         * Injury: Not subject to Sergency Room Deductible       90%       80%       100%         * Injury: Not subject to Emergency Room visit for Treatment that does not result in a direct Hospital admission.       • Not subject to Deductible and Coinsurance         * Mental or Nervous Disorders are not covered       - Coverage for a Teleconsultation is to a determination its a determination is not	Copayment per visit Not subject to the per Illness or Injury Deductible		\$5		
BenefitsIn-NetworkOut-of-NetworkInternational InternationalEligible Medical Expenses90%80%100%Physician Visits/Services90%80%100%Maximum Visits per day: 1 = Surgery is not subject to the Maximum visit limit90%80%100%Hospital Emergency Room • Infurs: Subject to a \$250 Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.90%80%100%Feleconsultation (Groups only)• Not subject to Deductible and Coinsurance • Mental or Nervous Disorders are not covered • Coverage for a Teleconsultation is not a determination is covered under thi insurance. The Company reserves the right to decline future claims relating to arising from any condition discussed, raised or identified during active consultation is covered under thi subject to Deductible for and Eleconsultation is covered under thi subject to Second under thi Scrifting during active consultation is covered under thi subject to Second under thi Scrifting during active consultation is covered • Average semi-private room rate • Includes nursing, miscellaneous and Ancillary Services90%80%100%Hospital Facility90%80%100%100%100%Laboratory90%80%100%100%Radiology / X-ray90%80%100%Chemotherapy / Radiation Therapy90%80%100%	Coinsurance				
Eligible Medical Expenses       90%       80%       100%         Physician Visits/Services       90%       80%       100%         * Maximum Visits per day: 1       90%       80%       100%         * Mosimum Visits per day: 1       90%       80%       100%         * Mostinger (so ta subject to the Maximum visit limit       90%       80%       100%         Hospital Emergency Room       90%       80%       100%         * Illines: Subject to 5250 Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.       90%       80%       100%         * Not subject to Deductible and Coinsurance not result in a direct Hospital admission.       • Not subject to Deductible and Coinsurance - Mental or Nervous Disorders are not covered - Coverage for a Teleconsultation is not a determination that any specific condition discussed, raised or identified during such consultation is covered under thi surgach consultation is covered under this cartificate or any Pre-existin Condition or is otherwise excluded under this Certificate or Insurance         Hospitalization / Room & Board       90%       80%       100%         • Average semi-private room rate       90%       80%       100%         • Includes nursing, miscellaneous and Ancillary Services       90%       80%       100%         Includes nursing, miscellaneous and Ancillary Services       90%       80%       100%	Inpatient/Outpa	tient Benefits			
Physician Visits/Services       90%       80%       100%         Maximum Visits per day: 1       90%       80%       100%         Hospital Emergency Room       90%       80%       100%         Illiness: Subject to the Maximum visit limit       90%       80%       100%         Illiness: Subject to a \$250 Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.       90%       80%       100%         Illess: Subject to a \$250 Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.       • Not subject to Deductible and Coinsurance       • Mental or Nervous Disorders are not covered       • Coverage for a Teleconsultation is not a determination that any specific condition discussed, raised or identified during such consultation is covered under thi insurance. The Company reserves the right to decline future claims relating to or arising from any condition discussed, raised or identified during a Teleconsultation where the Illness or Injury is directly or indirectly related to any Pre-existin Condition or is otherwise excluded under this Certificated of Insurance         Hospitalization / Room & Board       90%       80%       100%         • Average semi-private room rate       90%       80%       100%         • Includes nursing, miscellaneous and Ancillary Services       90%       80%       100%         • Includes nursing, miscellaneous and Ancillary Services       90%       80%       100%<	Benefits	In-Network	Out-of-Network	International	
Maximum Visits per day: 1 Surgery is not subject to the Maximum visit limit90%80%100%Hospital Emergency Room Injury: Not subject to a \$250 Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.90%80%100%Injury: Not subject to Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.90%80%100%Injury: Not subject to Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.90%80%100%Interest Coverage for a Teleconsultation is not a determination that any specific condition discussed, raised or identified during such consultation is not a determination that any specific condition discussed, raised or identified during a Teleconsultation where the Illness or Injury is directly or indirectly related to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Certificate to any Pre-existin Condition or is otherwise excluded under this Ce	Eligible Medical Expenses	90%	80%	100%	
Injury: Not subject to Emergency Room Deductible infuncts: Subject to a \$250 Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.90%80%100%Teleconsultation (Groups only)• Not subject to Deductible and Coinsurance • Mental or Nervous Disorders are not covered • Coverage for a Teleconsultation is not a determination that any specific condition discussed, raised or identified during such consultation is covered under the insurance. The Company reserves the right to decline future claims relating to arising from any condition discussed, raised or identified during a Teleconsultation to decline future claims relating to arising from any condition discussed, raised or identified during a Teleconsultation to decline future claims relating to arising from any condition discussed, raised or identified during a Teleconsultation to decline future claims relating to arising from any condition discussed, raised or identified during a Teleconsultation to decline future claims relating to arising from any condition discussed, raised or identified during a Teleconsultation to decline future claims relating to arising from any condition discussed, raised or identified during a Teleconsultation to decline future claims relating to arising from any condition discussed, raised or identified to any Pre-existing to decline future claims relating to arising from any condition or is decline future claims relating to ansign from any condition discussed, raised or identified to any Pre-existing to decline future claims relating to arising from any condition or is determination.Hospitalization / Room & Board Includes nursing, miscellaneous and Ancillary Services90%80%100%Intensive Care Dutpatient Surgical / Hospital Facility90%80% <td>Physician Visits/Services         Maximum Visits per day: 1         Surgery is not subject to the Maximum visit limit</td> <td>90%</td> <td>80%</td> <td>100%</td>	Physician Visits/Services         Maximum Visits per day: 1         Surgery is not subject to the Maximum visit limit	90%	80%	100%	
Teleconsultation (Groups only)Mental or Nervous Disorders are not covered Coverage for a Teleconsultation is not a determination that any specific condition discussed, raised or identified during such consultation is covered under the insurance. The Company reserves the right to decline future claims relating to arising from any condition discussed, raised or identified during a Teleconsultation where the Illness or Injury is directly or indirectly related to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under this Certificated to any Pre-existin Condition or is otherwise-excluded under	<ul> <li>Hospital Emergency Room</li> <li>Injury: Not subject to Emergency Room Deductible</li> <li>Illness: Subject to a \$250 Deductible for each Emergency Room visit for Treatment that does not result in a direct Hospital admission.</li> </ul>	90%	80%	100%	
Average semi-private room rate Includes nursing, miscellaneous and Ancillary Services90%80%100%Intensive Care90%80%100%Outpatient Surgical / Hospital Facility90%80%100%Laboratory90%80%100%Radiology / X-ray90%80%100%Chemotherapy / Radiation Therapy90%80%100%	Teleconsultation (Groups only)	<ul> <li>Mental or Nervous Disorders are not covered</li> <li>Coverage for a Teleconsultation is not a determination that any specific condition discussed, raised or identified during such consultation is covered under this insurance. The Company reserves the right to decline future claims relating to or arising from any condition discussed, raised or identified during a Teleconsultation where the Illness or Injury is directly or indirectly related to any Pre-existing</li> </ul>			
Dutpatient Surgical / Hospital Facility         90%         80%         100%           Laboratory         90%         80%         100%           Radiology / X-ray         90%         80%         100%           Chemotherapy / Radiation Therapy         90%         80%         100%	Hospitalization / Room & Board Average semi-private room rate Includes nursing, miscellaneous and Ancillary Services	90%	80%	100%	
Laboratory         90%         80%         100%           Radiology / X-ray         90%         80%         100%           Chemotherapy / Radiation Therapy         90%         80%         100%	Intensive Care	90%	80%	100%	
Radiology / X-ray         90%         80%         100%           Chemotherapy / Radiation Therapy         90%         80%         100%	Outpatient Surgical / Hospital Facility	90%	80%	100%	
Chemotherapy / Radiation Therapy 90% 80% 100%	Laboratory	90%	80%	100%	
	Radiology / X-ray	90%	80%	100%	
Pre-admission Testing 90% 80% 100%	Chemotherapy / Radiation Therapy	90%	80%	100%	
	chemotherapy / hudidition merupy				

#### STUDENT HEALTH ADVANTAGE

SUMMARY OF BENEFITS (CONTINUED)

Inpatient/Outpatient I	Benefits (Continued	d)	
Benefits	In-Network	Out-of-Network	Internationa
Surgery	90%	80%	100%
Reconstructive Surgery <ul> <li>Surgery is incidental to and follows Surgery that was covered under the plan</li> </ul>	90%	80%	100%
Assistant Surgeon 20% of the primary surgeon's eligible fee	90%	80%	100%
Anesthesia	90%	80%	100%
Durable Medical Equipment	90%	80%	100%
Chiropractic Care Medical order or Treatment plan required	90%	80%	100%
Physical Therapy         Maximum Visits per day: 1         Medical order or Treatment plan required	90%	80%	100%
Extended Care Facility <ul> <li>Upon direct transfer from an acute care Hospital</li> </ul>	90%	80%	100%
Home Nursing Care <ul> <li>Provided Py a Home Health Care Agency</li> <li>Upon direct transfer from an acute care Hospital</li> </ul>	90%	80%	100%
Prescription Drugs	and Medication		
The following Prescription Drugs and Medication Period of	Coverage limit accum	ulates toward the Maxir	num Limit
Period of Coverage limit <ul> <li>Student: \$250,000 per person</li> <li>Dependents: Up to the Maximum Limit (\$100,000)</li> </ul>			
Inpatient and Outpatient Surgery Prescription Drugs and Medication	90%	80%	100%
Emergency Room and Outpatient Office Visits Prescription Drugs and Medication	90%	80%	100%
Retail Pharmacy Prescripton Drugs and Medication <ul> <li>Dispensing maximum for Retail Pharmacy: 90 days per prescription</li> </ul>	N/A	50%	50%
Mental or Nervous /	Substance Abuse		
Inpatient Mental or Nervous / Substance Abuse Maximum Limit: \$10,000 Not covered if incurred at the Student Health Center	90%	80%	100%
Outpatient Mental or Nervous / Substance Abuse Maximum Limit per day: \$50 Maximum Limit: \$500 Not covered if incurred at the Student Health Center	90%	80%	100%
Emergency	Services		
<ul> <li>Emergency Local Ambulance</li> <li>Period of Coverage Limit per Injury \$350</li> <li>Period of Coverage Limit per Illness \$350 (resulting in an Inpatient Hospitalization)</li> </ul>	100%	100%	100%
<ul> <li>Emergency Medical Evacuation</li> <li>Maximum Limit: \$500,000</li> <li>Must be approved in advance and coordinated by the Company</li> </ul>	100%	100%	100%
Emergency Reunion Maximum Limit: \$50,000 Maximum Days: 15 Meal Maximum per day: \$25 Reasonable and necessary travel costs and accommodations Must be approved in advance by the Company	100%	100%	100%
Interfacility Ambulance Transfer Up to the per Injury or Illness limit Services rendered in the United States Transfer must be a result of an Inpatient Hospitalization	100%	100%	100%

Groups may also purchase a customizable long-term plan. Any coverages, benefits and premium rates offered are in U.S. Dollars. Benefits are subject to exclusions and limitations. This is only a summary and does not supersede in any way the Certificate of Insurance and governing policy documents (together the "Insurance Contract"). The Insurance Contract is the only source of the actual benefits provided.

#### STUDENT HEALTH ADVANTAGE

CRISIS SUPPORT

PHYSICAL HEALTH

FINANCIAL PROTECTION

P E R S O N A L P R O P E R T Y SUMMARY OF BENEFITS (CONTINUED)

Emergency Services (Continued)			
Benefits	In-Network	Out-of-Network	International
Political Evacuation and Repatriation Maximum Limit: \$10,000 Must be approved in advance by the Company	100%	100%	100%
<ul> <li>Repatriation for Medical Treatment</li> <li>Maximum Benefit: \$100,000. This is in addition to the plan maximum limit/per injury or illness maximum limit</li> <li>Approved in advance and coordinated by the Company</li> <li>Refer to the REPATRIATION FOR MEDICAL TREATMENT provision for further details</li> </ul>	100%	100%	100%
Return of Mortal Remains Maximum Limit: \$50,000 Local Burial / Cremation at place of death Maximum Limit: \$5,000 Return of Insured Person's Mortal Remains to Country of Residence Must be approved in advance by the Company	100%	100%	100%
Other Ser	rvices		
Terrorism <ul> <li>Not subject to Deductible and Coinsurance</li> <li>Maximum Limit: \$50,000</li> </ul>	100%	100%	100%
<ul> <li>Dental Treatment</li> <li>Period of Coverage Limit: \$350 (Treatment due to Unexpected pain to sound, natural teeth)</li> <li>Period of Coverage Limit per Injury: \$500 (Non-emergency Treatment by a Dental Provider due to an Accident)</li> </ul>	N/A	90%	100%
<ul> <li>Traumatic Dental Injury</li> <li>Treatment at a Hospital Facility due to an Accident</li> <li>Additional Treatment for the same Injury rendered by a Dental Provider will be paid at 100%</li> </ul>	90%	80%	100%
Intercollegiate, Interscholastic, Intramural, or Club Sports <ul> <li>Period of Coverage Limit per illness or injury: \$5,000</li> </ul>	90%	80%	100%
	Accie	dental Death: 100% of Principal Student: \$25,000 Spouse: \$10,000 Child: \$5,000	Sum:
	A	ccidental Dismembermer	it:
<ul> <li>Accidental Death &amp; Dismemberment</li> <li>Not subject to Deductible and Coinsurance</li> <li>Death must occur within 90 days of the Accident</li> </ul>	Loss Sight of 1 eye 1 hand or 1 foot 1 hand and loss of sig 1 foot and loss of sig 1 hand and 1 foot Both hands or both Sight of both eyes	50% 50% ight of 1 eye 100% jht of 1 eye 100% 100%	nt of Principal Sum
Incidental Trip Maximum days: 14 Country of Residence is outside the United States Refer to the INCIDENTAL TRIP provision for further details	90%	80%	100%
<ul> <li>Personal Liability</li> <li>Secondary to any other insurance</li> <li>No coverage for Injury to a related Third Party or damage to related Third Person's property</li> <li>Refer to the PERSONAL LIABILITY provision for further details and requirements</li> </ul>		ombined Maximum Limit: \$10,0 Injury to Third Person: Per Injury Deductible: \$100 Pamage to Third Person's propert Per damage Deductible: \$100	
<ul> <li>No coverage for Injury to a related Third Party or damage to related Third Person's property</li> </ul>		amage to Third Person's proper	y:

#### Mobile Device Protection Rider

#### Mobile Device Protection Rider

Coverage for repair or replacement of your cell phone if it is lost, stolen or accidently damaged on your trip.

#### **STUDENT HEALTH ADVANTAGE PLATINUM** SUMMARY OF BENEFITS

Coverage Limit/Maximu	Jm Amoun	t for Eligible Medic	cal Expenses	
laximum Limit Student: \$1,000,000 Dependent: \$100,000			0,000	
Per Illness or Injury limit		Student: \$500,000 Dependent: \$100,000		
Benefits		In-Network	Out-of-Network	International
Deductible Options <ul> <li>Per Illness or Injury</li> </ul>		\$100	\$150	\$25
Coinsurance	e for Eligible	e Medical Expense	s	
Coinsurance In addition to Deductible		Plan pays 90% Insured pays 10%	Plan pays 80% Insured pays 20%	Plan pays 100% Insured pays 0%
Out of Pocket Maximum		\$1,000	Up to the Maximum Limit	\$0
	Precertific	ation		
Interfacility Ambulance Transfer, Emergency Medical Evacuation	n	No coverage	if Pre-certification requirement	s are not met
Maternity		50% reduction of Eligible Me	edical Expenses if Pre-certification	on requirements are not me
All other Treatments & supplies		50% reduction of Eligible Me	edical Expenses if Pre-certification	on requirements are not me
Pre	e-existing C	onditions		
Charges resulting directly or indirectly from or relating to any Pre-existing Co	ndition are exclude insurance		maintained 6 months of contir	nuous coverage under this
Stu	udent Healt	h Center		
Copayment per visit Not subject to the per Illness or Injury Deductible		\$5		
Coinsurance			Plan pays 100% Insured pays 0%	
Inpatie	ent/Outpat	tient Benefits		
		In-Network	Out-of-Network	International
Eligible Medical Expenses		90%	80%	100%
Physician Visits/Services Maximum Visits per day: 1 Surgery is not subject to the Maximum visit limit		90%	80%	100%
Teleconsultation (Groups Only)		<ul> <li>Not subject to Deductible and Coinsurance</li> <li>Mental or Nervous Disorders are not covered</li> <li>Coverage for a Teleconsultation is not a determination that any specific condition discussed, raised or identified during such consultation is covered under this insurance. The Company reserves the right to decline future claims relating to or arising from any condition discussed, raised or indiritied during a Teleconsultation where the Illness or Injury is directly or indirectly related to any Pre-existing Condition or is otherwise excluded under this Certificate of Insurance</li> </ul>		
<ul> <li>Hospital Emergency Room</li> <li>Injury: Not subject to Emergency Room Deductible</li> <li>Illness: Subject to a \$250 Deductible for each Emergency Room visit for Treat not result in a direct Hospital admission.</li> </ul>	ment that does	90%	80%	100%
Hospitalization / Room & Board Average semi-private room rate Includes nursing, miscellaneous and Ancillary Services		90%	80%	100%
Intensive Care		90%	80%	100%
Outpatient Surgical / Hospital Facility		90%	80%	100%
Laboratory		90%	80%	100%

Groups may also purchase a customizable long-term plan. Any coverages, benefits and premium rates offered are in U.S. Dollars. Benefits are subject to exclusions and limitations. This is only a summary and does not supersede in any way the Certificate of Insurance and governing policy documents (together the "Insurance Contract"). The Insurance Contract is the only source of the actual benefits provided.

#### STUDENT HEALTH ADVANTAGE PLATINUM

SUMMARY OF BENEFITS (CONTINUED)

Inpatient/Outpatient B	enefits (Continuea	)	
	In-Network	Out-of-Network	
Radiology / X-ray	90%	80%	100%
Chemotherapy / Radiation Therapy	90%	80%	100%
Pre-admission Testing	90%	80%	100%
Surgery	90%	80%	100%
<b>Reconstructive Surgery</b> <ul> <li>Surgery is incidental to and follows Surgery that was covered under the plan</li> </ul>	90%	80%	100%
Assistant Surgeon 20% of the primary surgeon's eligible fee	90%	80%	100%
Anesthesia	90%	80%	100%
<ul> <li>Maternity and Newborn Care</li> <li>Maximum Limit: \$5,000</li> <li>Pre-natal care, delivery of a Newborn, and post-natal care of an Insured Person, including complications</li> <li>Newborn routine care during the first 31 days of life</li> </ul>	80%	60%	100%
Durable Medical Equipment	90%	80%	100%
Chiropractic Care <ul> <li>Medical order or Treatment plan required</li> </ul>	90%	80%	100%
<ul> <li>Physical Therapy</li> <li>Maximum Visits per day: 1</li> <li>Medical order or Treatment plan required</li> </ul>	90%	80%	100%
Extended Care Facility <ul> <li>Upon direct transfer from an acute care Hospital</li> </ul>	90%	80%	100%
Home Nursing Care <ul> <li>Provided Py a Home Health Care Agency</li> <li>Upon direct transfer from an acute care Hospital</li> </ul>	90%	80%	100%
Prescription Drugs c	and Medication		
Period of Coverage limit <ul> <li>Subject to the Coinsurance amounts listed below</li> </ul>	<ul><li>Primary Insured Person:</li><li>Spouse and Child: Up to</li></ul>	\$250,000 per person the Maximum Limit (\$100,000)	
Inpatient and Outpatient Surgery Prescription Drugs and Medication	90%	80%	100%
Emergency Room and Outpatient Office Visits Prescription Drugs and Medication	90%	80%	100%
Retail Pharmacy Prescripton Drugs and Medication <ul> <li>Dispensing maximum for Retail Pharmacy: 90 days per prescription</li> </ul>	N/A	50%	50%
Mental or Nervous/Substance Abuse			
Inpatient Mental or Nervous / Substance Abuse Maximum Limit: \$10,000 Not covered if incurred at the Student Health Center	90%	80%	100%
Outpatient Mental or Nervous / Substance Abuse Maximum Limit per day: \$50 Maximum Limit: \$500 Not covered if incurred at the Student Health Center	90%	80%	100%

9

#### STUDENT HEALTH ADVANTAGE PLATINUM

SUMMARY OF BENEFITS (CONTINUED)

Emergency Services			
		Out-of-Network	International
<ul> <li>Emergency Local Ambulance</li> <li>Period of Coverage Limit per Injury \$750</li> <li>Period of Coverage Limit per Illness \$750 (resulting in an Inpatient Hospitalization)</li> </ul>	100%	100%	100%
<ul> <li>Emergency Medical Evacuation</li> <li>Maximum Limit: \$500,000</li> <li>Must be approved in advance and coordinated by the Company</li> </ul>	100%	100%	100%
<ul> <li>Emergency Reunion</li> <li>Maximum Limit: \$50,000</li> <li>Maximum Days: 15</li> <li>Meal Maximum per day: \$25</li> <li>Reasonable and necessary travel costs and accommodations</li> <li>Must be approved in advance by the Company</li> </ul>	100%	100%	100%
Interfacility Ambulance Transfer Up to the per Injury or Illness limit Services rendered in the United States Transfer must be a result of an Inpatient Hospitalization	100%	100%	N/A
<ul> <li>Political Evacuation and Repatriation</li> <li>Maximum Limit: \$10,000</li> <li>Must be approved in advance by the Company</li> </ul>	100%	100%	100%
Repatriation for Medical Treatment         Maximum Benefit: \$100,000         Approved in advance and coordinated by the Company         Refer to the REPATRIATION FOR MEDICAL TREATMENT provision for further details	100%	100%	100%
Return of Mortal Remains Maximum Limit: \$50,000 Local Burial / Cremation at place of death Maximum Limit: \$5,000 Return of Insured Person's Mortal Remains to Country of Residence Must be approved in advance by the Company	100%	100%	100%
Other Ser	rvices		
		Out-of-Network	International
	Accic	lental Death: 100% of Principal Student: \$25,000 Spouse: \$10,000 Child: \$5,000	Sum:
		Accidental Dismemberment:	
<ul> <li>Accidental Death &amp; Dismemberment</li> <li>Not subject to Deductible and Coinsurance</li> <li>Death must occur within 90 days of the Accident</li> </ul>	Loss Sight of 1 eye 1 hand or 1 foot 1 hand and loss of si 1 foot and loss of si 1 hand and 1 foot Both hands or both Sight of both eyes	50% 50% ight of 1 eye 100% ght of 1 eye 100% 100%	t of Principal Sum
Incidental Trip Maximum days: 14 Country of Residence is outside the United States Refer to the INCIDENTAL TRIP provision for further details	90%	80%	100%

CRISIS SUPPORT

FINANCIAL PROTECTION

#### STUDENT HEALTH ADVANTAGE PLATINUM

SUMMARY OF BENEFITS (CONTINUED)

	Other Services (Continued)			
	Benefits		Out-of-Network	International
PHYSICAL HEALTH	<ul> <li>Dental Treatment</li> <li>Period of Coverage Limit: \$350</li> <li>(Treatment due to Unexpected pain to sound, natural teeth)</li> <li>Period of Coverage Limit per Injury: \$500</li> <li>(Non-emergency Treatment by a Dental Provider due to an Accident)</li> </ul>	N/A	90%	100%
	<ul> <li>Traumatic Dental Injury</li> <li>Treatment at a Hospital Facility due to an Accident</li> <li>Additional Treatment for the same Injury rendered by a Dental Provider will be paid at 100%</li> </ul>	90%	80%	100%
	Intercollegiate, Intercholastic, Intramural, or Club Sports <ul> <li>Period of Coverage Limit per Illness or Injury: \$5,000</li> </ul>	90%	80%	100%
FINANCIAL PROTECTION	<b>Personal Liability</b> <ul> <li>Secondary to any other insurance</li> <li>No coverage for Injury to a related Third Party or damage to related Third Person's property</li> <li>Refer to the PERSONAL LIABILITY provision for further details and requirements</li> </ul>	Combined Maximum Limit: \$10,000 Injury to Third Person: Per Injury Deductible: \$100 Damage to Third Person's property: Per damage Deductible: \$100		
C R I S I S U P P O R T	<b>Terrorism</b> <ul> <li>Not subject to Deductible and Coinsurance</li> <li>Maximum Limit: \$50,000</li> </ul>	100%	100%	100%
A L A L	Mobile Device Protection Rider			
P E R S O N A L P R O P E R T Y	Mobile Device Protection Rider		pair or replacement of your cell p n or accidently damaged on you	



Groups may also purchase a customizable long-term plan. Any coverages, benefits and premium rates offered are in U.S. Dollars. Benefits are subject to exclusions and limitations. This is only a summary and does not supersede in any way the Certificate of Insurance and governing policy documents (together the "Insurance Contract"). The Insurance Contract is the only source of the actual benefits provided.

#### SHA OPTIONAL RIDER

PROTECTION

### Pharmacy Discount Savings **Universal Rx**



Universal Rx is a discount savings program that allows you to purchase prescriptions from one of 35,000 participating pharmacies in the U.S. and receive the lower of 1) Universal Rx contract price or 2) the pharmacy regular retail price. This program is not insurance coverage, it is purely a discount program.

#### Teleconsultation (For groups only)

PHYSICAL HEALTH

FINANCIAL

Teleconsultation provides access to a national network of board-certified doctors and pediatricians in the U.S. who are available 24 hours a day, seven days a week, 365 days a year to help diagnose, treat and prescribe medication (when necessary and available) for many non-emergent medical issues via phone or online video consultations. Teleconsultation does not replace existing primary care physician relationships, but supplements them as a convenient, affordable alternative for non-emergency medical care. The use of Teleconsultation will be considered as treatment inside the U.S. - PPO Network.

The Adventure Sports Rider is available on the Patriot Exchange Program for individuals and groups, and their dependents, up to the age of 65. Certain activities designated as adventure sports can be covered up to the maximums listed below. Certain activities are never covered, regardless of whether or not you purchase the Adventure Sports Rider. For a list of all the activities which can be considered to be adventure sports, a sample rider can be provided upon request.

AGE	MAXIMUM LIMIT
Through age 49	\$50,000
50 - 59	\$30,000
60 - 64	\$15,000

#### Mobile Device Protection Rider (For individuals only)

Cell phones are essential when travelling internationally to keep you safe, connect with friends and family back home, and to take photos of your travels. Device protection is for individuals and provides coverage for repair or replacement of your cell phone when it becomes lost, stolen, or accidentally damaged. With Mobile Device Protection, you can continue your travels and stay digitally connected wherever you are in the world.

J



PHYSICAL HEALTH

PERSONAL PROPERTY

#### SHA PLAN INFORMATION

#### Eligibility

To be eligible to apply to the Student Health Advantage, you must:

- » Be a participant: a student, scholar, intern, teacher, or trainee enrolled in an educational or cultural exchange program for the purposes of teaching, study, research, or receiving on the job training for a temporary period of time
- » Be the spouse of a participant or children of a participant and residing outside his/her primary country of residence for a temporary period of time. Primary applicant must hold a J, M, F, or A visa
- » Be at least 31 days old but not yet 65 years old
- » Be physically and legally residing in the destination country with the intent to reside there for at least 30 days on the effective date and at renewal

#### **Enrollment Process**

Before you begin your travel, simply apply online or fill out the application and calculate the estimated premium for the time period you, your group, and/or your dependents will be traveling. Once you have completed the application, return it to your insurance agent and/or IMG.

Eligible individuals listed on the application and for whom premiums have been paid will be covered from the latest of the following dates:

- 1. The date IMG approves your completed application and receives the appropriate premium
- 2. The date you depart from your country of residence
- 3. The date requested on your application

\*Eligible individuals may pay their rates on a monthly basis but will incur a 4 percent administration fee

#### **Fulfillment Kits**

IMG processes applications in a quick, timely manner. Once processing is complete, IMG will email the fulfillment kit(s) to the email listed in the application. The fulfillment kit(s) will include an IMG identification card(s), and the insurance certificate providing a complete description of the rights and benefits under the contract. For your convenience, we will send you this information and may also access it from the IMG website.

#### Conditions of Coverage

1) Coverage and benefits are subject to the deductible, limits, and coinsurance, and all terms of the certificate of insurance and master policy and all governing documents, as summarized in the certificate of insurance. 2) Coverage under a Patriot Exchange Program plan is secondary to any other coverage. 3) Coverage and benefits are for eligible medical expenses which are medically necessary and usual, reasonable, and customary. 4) Charges must be administered or ordered by a licensed physician. 5) Charges must be incurred during the period of coverage.

#### Renewal of Coverage

Eligible insureds can request coverage under the plan be renewed a minimum of five (5) days, up to a maximum of 60 continuous months, as long as the premium is paid when due and the insured continues to meet the eligibility requirements of the plan.

## How Does the United States Affordable Care Act (ACA) Affect My Coverage?

**Non-U.S. Citizens:** As non-resident aliens, international students, scholars, and people involved in cultural exchange programs on F, J, M, or Q visas (and certain family members) are not subject to the individual mandate for their first five years in the U.S. All other J categories (teacher, trainee, work and travel, au pair, high school, etc.) are not subject to the individual mandate if in the U.S. for two of the past six years. Since international students are not subject to the mandate, they are not required to purchase a plan that meets ACA requirements and can purchase the Student Health Advantage.

**U.S. Citizens:** Under the ACA, all U.S. citizens, nationals, and resident aliens are required to purchase minimum essential coverage (ACA-compliant coverage), unless they are exempt. Exempt U.S. citizens include U.S. citizens who reside outside of the U.S. for 330 of any 365-day period, or have a tax home (main place of work or employment, or if you don't have a main place of work or employment, your main residence) in a foreign country, and are a bona fide resident of a foreign country.

Please note that this insurance is not subject to, and does not provide benefits required by, ACA. Since January 1, 2014, ACA requires U.S. citizens, U.S. nationals and resident-aliens to obtain ACA compliant insurance coverage unless they are exempt from ACA (international students on F, J, M and Q visas (and certain family members of students) are not subject to the individual mandate for their first 5 years in the U.S. All other J categories - teacher, trainee, work and travel, au pair, high school, etc. - are not subject to the individual mandate for 2 years out of the past six). Penalties may be imposed on persons who are required to maintain ACA compliant coverage but do not do so. Eligibility to purchase or renew this product, or its terms and conditions, may be modified or amended based upon changes to applicable law, including AĆA. Please note that it is solely your responsibility to determine if ACA is applicable to you and the Company and IMG shall have no liability whatsoever, including for any penalties that you may incur, for your failure to obtain required ACA compliant coverage. For information on whether ACA applies to you or whether you are eligible to purchase the Patriot Exchange Program, please see IMG's Frequently Asked Questions at imglobal.com/en/client-resources/PPACA-FAQ.aspx. The materials available on this website are for informational purposes only and not for the purpose of providing legal advice. You should contact your attorney to obtain advice with respect to any particular issue or problem. This brochure is intended to convey general information only and not to provide legal advice or opinions.

GLOBAL peace of mind®

#### SHA CLAIMS PROCEDURE

#### Precertification

Certain treatment and supplies including hospital admission, inpatient or outpatient surgery, and other procedures as noted in the certificate wording must be precertified for medical necessity, which means the insured person or their attending physician must communicate with an IMG representative at the number listed on the IMG ID card prior to admission to a hospital before receiving certain treatments and supplies, or performance of a surgery. In case of an emergency admission, the precertification must be made within 48 hours of the admission, or as soon as reasonably possible. If a hospital admission or a surgery is not precertified, eligible claims and expenses will be reduced by 50 percent. It is important to note that precertification is only a determination of medical necessity, not an assurance of coverage, verification of benefits, or a guaranty of payment. All medical expenses eligible for reimbursement must be medically necessary and will be paid or reimbursed at usual, reasonable and customary rates. Please refer to the certificate wording for full details of the precertification requirements.

Contact IMG at **+1.317.655.4500** or **precertification@imglobal.com**. Please be sure to send any private information in a secure manner.

**Note:** You may begin the precertification process through MyIMG or the Client Resources section of imglobal.com. Simply look for the precertification option. You will be asked to provide the required information, which can then be submitted electronically. Once we have received all required information and medical records, our utilization management and review team will review the information provided and normally responds to the insured person or the provider within 2 business days. Please note that this online service will only initiate the process for treatment and supplies outlined in the contract, and it should not be used to request precertification for emergency admissions, procedures, or evacuations.



#### How to File a Claim

If a provider doesn't submit a claim on your behalf, the fastest and most convenient way to submit a claim is through our online customer portal, MyIMG. If it is your first time using MyIMG, follow these steps to register:

- » Go to <u>http://www.imglobal.com/member</u> and click "Create an Account"
- » On the next screen, enter your Certificate, Policy Number, or Insured/ Member ID, and click "Continue"
- » Once the system verifies this information, follow the remaining steps to complete your registration
- » Once you've created a MyIMG account, follow these steps to submit a claim:
- » Log in to the MyIMG portal, click "Claims"
- » In the drop-down menu, click "My Claims"
- » On the next screen, select the policy or certificate. Click "Submit New Claim" and follow the prompts to complete your submission

#### Self-Service Member Portal



Along with filing claims online, MyIMG<sup>SM</sup> provides service at your fingertips, giving you the information and tools to manage your IMG plans anytime, anywhere, through award-winning, easy-to-use technology. You'll have immediate access to these important resources online, including our 24/7/365 service centers, plan document access, claims management tools, Explanations of Benefits, and much more.

#### **U.S. Network Access**

### UnitedHealthcare®

UnitedHealthcare provides travelers in the U.S. with direct access to one of the largest networks of providers in the U.S. that includes:

- » Over 1.4M physicians
- » 6,797 hospitals
- » Over 45,000 clinics
- » 67,000 pharmacies
- » 1,800 convenience clinics

#### International Provider Access<sup>SM</sup>



Travelers outside of the U.S. can also enjoy access to quality healthcare worldwide with our proprietary IPA network that includes:

- » Over 45,000 physicians and facilities
- » Direct billing arrangements that minimize time and upfront expense





#### **Producer Contact Information**

Financial Brokerage Services Inc. 6500 Seven Locks Road, Suite 201 Cabin John, MD 20818 Phone: 301-320-2000 Fax: 301-320-2001 jen@fbs-inc.com http://www.financialbrokerageservices.com

Coverage is underwritten and issued by SiriusPoint Specialty Insurance Corporation, rated "A-" (excellent) by A.M. Best and A- by Standard & Poor's (at the time of printing).

This invitation to inquire allows eligible applicants an opportunity to seek information about the insurance offered and is limited to a brief description of any loss for which benefits may be payable.

Benefits are offered as described in the Insurance Contract. Benefits are subject to all deductibles, coinsurance, provisions, terms, conditions, limitations and exclusions in the Insurance Contract. Certain contracts do contain a pre-existing condition exclusion and do not cover losses or expenses related to a pre-existing condition.

This brochure contains many of the valuable trademarks, names, titles, logos, images, designs, copyrights and other proprietary materials owned and registered and used by International Medical Group, Inc. and its representatives throughout the world. © 2007-2024 International Medical Group, Inc. All rights reserved.

The UnitedHealthcare name and logo are registered trademarks of UnitedHealth Group in the U.S. and other jurisdictions.