



Cleveland State University

Center for International Services and Programs

INTERNATIONAL SOS NOTICE OF POSSIBLE CHARGES TO STUDENT ACCOUNT

Cleveland State University continues to put your health and safety as our top priority while traveling on our study abroad programs. CSU recognizes that in this rapidly changing world, you may have apprehension about travel, security, and health. While you are going abroad to study at one of our sites, it is also common for students to travel on non- CSU sponsored trips. It may be challenging for you to contact one of our staff members while traveling should something unexpected occur. It is for these reasons that Cleveland State U. has contracted for travel assistance and evacuation services from a company called International SOS

International SOS Assistance gives peace of mind to travelers and expatriates all over the world. The International SOS network of services for immediate help in any emergency is offered to you via CSU. Services range from telephone advice and referrals to full-scale evacuation by private air ambulance. The SOS network of multilingual critical care and aero-medical specialists operates 24 hours a day, 365 days a year from SOS Alarm Centers around the world. Your SOS membership, provided by the CSU, is additional protection against unexpected difficulties that can arise when you are away from home. They are designed to supplement the policies, procedures and support staff which the university already has in place at all of our sites as well as your personal international insurance.

While you are abroad, you should always attempt to activate CSU-CISP staff as instructed during your on-site orientation. If you are traveling, and/or in a situation where you are not able to activate our staff, you should contact SOS who will begin to meet your needs immediately, and outreach our on-call staff in the United States while coordinating services with CISP-CSU. **Please be aware that some of the services outlined below which SOS provides have additional charges. These services have been marked so that you are aware of them. Should you activate a service which has an additional charge, you authorize Cleveland State to bill your student account for this charge once we have been informed of the actual amount by ISOS. Please know that such charges may not appear on your account until after you have returned from your time abroad.**

While the services listed below are comprehensive, International SOS is not international health insurance. CSU has contracted with International SOS to offer our students the highest possible level of travel, medical and security advice and services, as well as on-line access to information which many insurance companies do not offer. However, CSU requires all students attending our programs to submit proof of health insurance which covers them while abroad.

CSU is pleased to offer our students the myriad and comprehensive services of International SOS. With the well being of our students as a top priority, International SOS will provide a seamless integration of meeting emergency needs for you while abroad in conjunction with our on-site personnel, policies and procedures. Should you have any questions about International SOS, please call 216-687-3910.

PROGRAM BENEFITS

Medical Services (*For evacuation and travel, fees may apply.*)

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment (*Fees will apply.*)
- Inpatient medical expense guarantee, cost review and payment (*Fees will apply.*)
- Dispatch of medication and medical supplies (*Fees will apply.*)
- Travel Services
- Legal referrals
- Emergency message transmission
- Translations and interpreters (*Fees will apply.*)
- Lost document advice
- Ground transportation and accommodations for accompanying family Members (*Fees will apply.*)
- Emergency personal cash advances (*Fees will apply.*)
- International SOS Clinics

Security Services

- Security evacuation assistance
- Online travel security information
- Access to security crisis center

http://www.internationalsos.com/members_home/login/login.cfm

Use your membership number as your member login. In addition to the information covered at the Pre-Departure Sessions and on-site orientation conducted by CSU the SOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information.