

Emergency Assistance Anywhere in the World

OFFERED BY:



PROVIDENT



Your insurance coverage includes access to travel assistance services through On Call International. The plan provides services you need to prepare for your destination as well as to help you with any problems you encounter while you are traveling almost anywhere in the world, at least 100 miles from home.

Before you depart...

- Contact On Call with any pre-travel health questions.
- Closely review your plan description to understand assistance services available to you.
- Save On Call Contact information in your mobile phone or print and carry this summary with you.

While abroad...

- You can contact the On Call International Global Response Center from anywhere in the world to reach an assistance coordinator who is ready to help you with your crisis, no matter how big or small.

Helpful Information:

- On Call is not a first responder. If you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 9-1-1 to get local response. Once you have sought medical care, contact On Call International using the phone number and email address outlined below.
- If you are utilizing a mobile phone and have any issues making an international call, you can email the Global Response Center as an alternative to request assistance or a return call.
- Product availability and plan design features including eligibility requirements, descriptions of benefits, exclusions or limitations may vary depending on state laws.



Travel Assistance

For an emergency or any other travel assistance:

From the U.S. and Canada, call **1.833.808.0234**.

From other locations, call collect **+1.978.651.9210**.

Or email: mail@oncallinternational.com

Please indicate you are a participant in the AXIS program.

Need emergency help when traveling?

Call: On Call International for

- Emergency Transportation Related Assistance
- Medical Assistance
- Travel & Security Assistance

Policyholder Name: Virginia Fire Chief's Association

Policy #: EXST-97724-VA10075

For policy benefit information contact:

Provident Agency, Inc.

P.O. Box 11588; Pittsburgh, PA 15238

Phone: 800.447.0360 Fax: 412.963.0148

For filing a claim contact:

Provident Claims Services, Inc.

P.O. Box 38295; Pittsburgh, PA 15238

Phone: 800.447.0360 Fax: 412.963.0148

claims@providentclaims.com

Insurance coverage is underwritten by AXIS Insurance Company. Coverage may not be available in all US states and jurisdictions. Product availability and plan design features including eligibility requirements, descriptions of benefits, exclusions or limitations may vary depending on state laws. Additional services are provided by third-party agreements and are not insurance. These services include travel assistance services through On Call International.

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How can On Call International help?

Contact the Global Response Center if you experience a medical, personal, travel or safety problem or crisis. AXIS A&H has partnered with On Call to provide access to immediate support should you experience any challenges when you are traveling. On Call provides you with a resource experienced in navigating through any crisis and making sure you can continue your trip or get home safely. On Call assists during critical emergencies such as illness or injury that may require an evacuation. On Call also assists with smaller problems you may not realize you have a resource for.

If you are, or will be, hospitalized following an accident or illness that occurs while traveling, contact the On Call Global Response Center as soon as possible. On Call will help facilitate payment of your medical expenses if authorized by your insurer. In the event the medical facility you are in is not adequate to treat you, On Call will assist in arranging for your medically supervised evacuation to the closest appropriate facility.

If you need an outpatient or physician appointment for an accident or illness, you can contact the On Call Global Response Center for a referral and to make an appointment.

These are your Assistance Services:

Emergency Transportation Related Assistance:

- Medical Evacuation and/or Repatriation
- Repatriation of Remains
- Emergency Travel Arrangements
- Emergency Hotel Arrangements
- Return of Traveling Companion
- Return of Dependent Children

Medical Assistance:

- Pre-Trip Planning
- Medical, Behavioral or Mental Health, Dental and Pharmacy Referrals
- Medical Monitoring
- 24 Hour Nurse Help Line
- Prescription Replacement Assistance
- Coordination of Benefits & Guarantee of Payment Assistance

Travel & Security Assistance:

- Pre-Trip Information & Active Travel Advice
- Translator and Interpreter Assistance
- Emergency Travel Funds Assistance
- International Legal Assistance & Referral
- Lost Luggage Assistance
- Lost/Stolen Travel Document Assistance
- Emergency Message Forwarding

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