

# Emergency Contact Information

## What Constitutes An Emergency?

K-State Education Abroad places the utmost importance on the safety, security, and well-being of program participants. While on a K-State education abroad program, K-State expects all participants to take the same precautions that they would follow in their home communities in the U.S. and to make smart decisions at all times.

K-State Education Abroad considers an emergency to be any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of program participants. Emergencies include, though are not confined to, the following types incidents:

- Physical or sexual assault/rape
- Disappearance or kidnapping of a student
- Robbery
- Serious physical or emotional illness
- Significant accident and/or injury
- Hospitalization for any reason
- Terrorist threat or attack
- Local political crisis that could affect students' safety and well-being
- Arrest or question by the police or other security forces
- Any legal action (lawsuit, deposition, trial, etc.) involving a student
- Natural disaster such as an earthquake, flood, fire, hurricane, volcano, etc.

For information on K-State crisis protocols, visit <http://www.k-state.edu/studentlife/crisisassistance/>

## Emergency Contacts

All students participating in Education Abroad programs are required to enroll in an international medical insurance policy. Students will automatically be enrolled in an international medical insurance policy by Education Abroad or a program provider. Generally, if students travel independently before or after the official program travel dates, they have the option to extend their international policy. In most cases the K-State insurance provider is UnitedHealthcare Global, which covers the following:

- Accidental Death and Dismemberment
- Medical Expenses Benefit
- Emergency Medical Evacuation
- Emergency Dental Expense Benefit
- Repatriation of Remains
- Family Assistance Benefit
- Bereavement Reunion Benefit
- Pre-Existing Condition Benefit
- Worldwide Travel Assistance

Full coverage details are available at <http://www.k-state.edu/abroad/emergency/>. Click on **UnitedHealthcare Global Study Abroad Insurance** then **UnitedHealthcare Global Summary of Benefits**.

To contact the **UnitedHealthcare Global Emergency Response Center**, you can call toll-free in the US at 1-800-527-0218 or outside the US at +1-410-453-6330. Have the ID number on the insurance card, name, date of birth, current location, and medical issue information ready.

In many countries, most doctors and hospitals do not recognize U.S. insurance for automatic billing. In most cases, student participants will need to pay at the time of medical treatment and submit a claim to the insurance company for reimbursement. For this reason, all students should have

immediate access to **emergency funding**, preferably in the form of a credit and/or ATM card. Keep all medical receipts as these will be required for reimbursement from the insurance provider.

**The UnitedHealthcare Global Insurance Worldwide Travel Assistance Service** is available 24-hours to participants enrolled in the UnitedHealthcare Global international medical insurance plan anywhere in the world. Call the assistance center toll-free or collect (*you will receive the phone number in your insurance confirmation e-mail*). The multilingual staff will answer your call in English and provide reliable, professional, and thorough assistance. The following services are included:

- Referral to the nearest, most appropriate medical facility, and/or provider.
- Medical monitoring by board-certified emergency physicians in the U.S.
- Urgent message relay between family, friends, personal physician, school, and insured.
- Guarantee of payment to provider and assistance in coordinating insurance benefits.
- Arranging and coordinating emergency medical evacuations and repatriations.
- Emergency travel arrangements for disrupted travel due to a medical emergency.
- Referral to legal assistance.
- Assistance in locating lost or stolen items including lost ticket application processing.

Students enrolled in international medical insurance plans other than UnitedHealthcare Global should contact the insurance provider to see if there is 24-hour assistance available in their coverage.

## K-State Education Abroad Emergency Contacts

If the emergency occurs, please contact the Education Abroad 24-Hour Emergency Line. Please keep in mind that this number is only for emergencies.

### **Education Abroad 24-Hour Emergency Line**

785-532-5494

Available 24 hours

### **Education Abroad Front Desk Line**

785-532-5990

Accessible 8:00AM – 5:00PM CST/CDT, Monday to Friday

### **UnitedHealthcare Global Emergency Response Center**

Toll-Free: 1-800-527-0218

Collect Call Outside the US: +1-410-453-6330

Have your ID number, name, date of birth, current location, and information on the medical issue ready.

## International “911” And Emergency Numbers

When you travel abroad, “911” is likely not the number you would call in an emergency. Research the local emergency number for the locations you are visiting. For information on international “911” and emergency numbers, please visit: [https://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)