

Embedded Insurance Policy Overview

Domestic Custom Programs

Generali Global Assistance from inside the U.S.: 1-833-430-3653
Generali Global Assistance from outside the U.S.: +1-954-308-3925

Group Name: WorldStrides
Policy Number: F369W

Medical Issue Procedures – Getting Started

1. Call the numbers above to obtain a case number. You will need to supply key information about the traveling participant such as:
 - Passenger/patient name
 - Passenger/patient address
 - University Name
 - Age/DOB of patient
 - Symptoms of the patient
 - Program destination
 - Patient callback number (hotel room/mobile number)
2. Provide the Medical Team with your location and a call back phone number where they can reach you or the participant.
3. Depending on the facts of the medical case, the Medical Team will advise about next steps, such as hospital recommendation(s) if needed and how to handle billing and payment.
4. Once you have an assigned case number, please ensure you contact WorldStrides and share the case number and any important facts about the medical situation within 24 hours.
5. **This process is not filing a claim.** If a claim needs to be filed after the trip is completed, submit all claims online at <https://www.travelclaimsonline.com>.

WorldStrides Key Contact Phone Numbers

WorldStrides On-Call

Maintained by trained, professional teammates
+1-434-951-5938 (Mon. - Fri. 8am-7pm EST)
+1-703-933-6143 (24 hours)

Custom Programs On-Call

Secondary call option monitored by and rotated between
Custom Programs' leadership team:
+1-434-218-2238 (24 hours)

Please ensure that you have provided us with a primary university contact who is not traveling with the group. This contact should be available 24/7 in case of an emergency and must have the authority and ability to make financial decisions.

Policy Schedule of Benefits*

- Accidental Medical Expense = \$7,500 (Primary)
- Sickness Medical Expense = \$7,500 (Primary)
- Dental = \$750
- Emergency Medical Evacuation, Repatriation, or Bedside Visitor = \$50,000
- Accidental Death & Dismemberment = \$10,000

For more information and to view, print, and save a copy of the insurance policy certificate, please click on the following link and choose your state of residency: <http://www.tripmate.com/wpF369W/tic>.

**Please note that the insurance industry is highly regulated and that WorldStrides employees are not insurance experts. Please speak with a representative with detailed questions or concerns. Certain exclusions, as defined in the Description of Coverage, are not covered*