



ON CALL INTERNATIONAL
GLOBAL ASSISTANCE & INSURANCE PROGRAM

University of Houston
Education Abroad Faculty & Program Leaders



COMPONENTS OF YOUR PROGRAM



**GLOBAL ASSISTANCE &
INSURANCE &
TELE-COUNSELING**

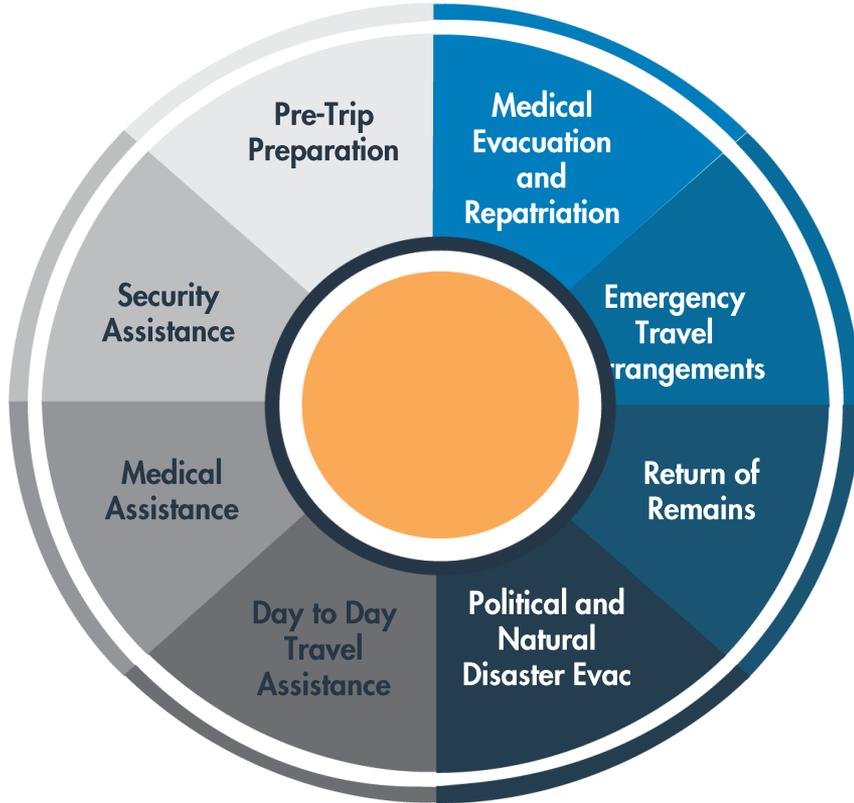


**TRAVEL RISK
MANAGEMENT SERVICES**



**ONLINE RESOURCES AND
RISK MANAGEMENT
TECHNOLOGY**

YOUR PLAN



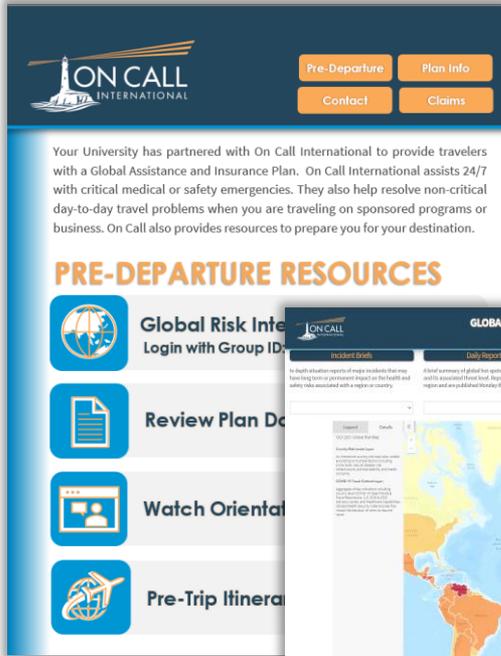
The University of Houston System has partnered with On Call to provide students, faculty, staff, alumni, chaperones, and volunteers with access to immediate support when traveling on an academic program or on business.

WHERE:

- International travel outbound from the US* and other countries
- International Travel to one's country of origin, as long as the traveler does not principally reside there at time of departure
- Domestic (US*) travel 100 miles from home

WHEN: All related programs or assignments plus up to 7 incidental travel days before and after

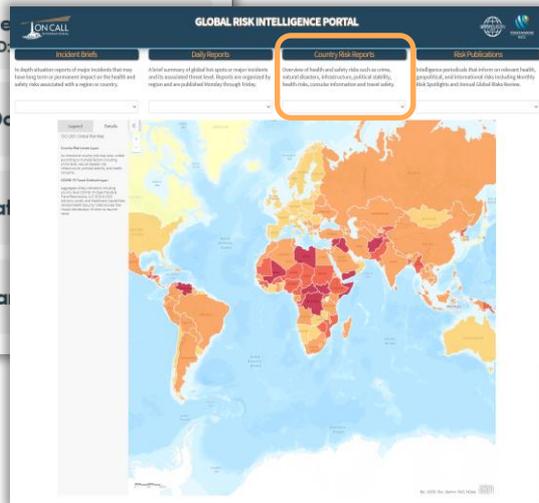
ONLINE RESOURCE HUB



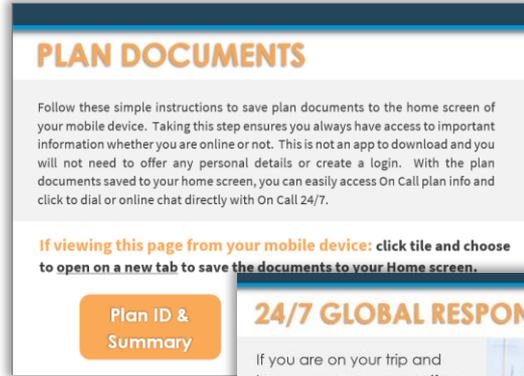
The screenshot shows the On Call International website. At the top left is the logo with a lighthouse icon. To the right are four orange buttons: 'Pre-Departure', 'Plan Info', 'Contact', and 'Claims'. Below the buttons is a paragraph of text: 'Your University has partnered with On Call International to provide travelers with a Global Assistance and Insurance Plan. On Call International assists 24/7 with critical medical or safety emergencies. They also help resolve non-critical day-to-day travel problems when you are traveling on sponsored programs or business. On Call also provides resources to prepare you for your destination.' Below this is a section titled 'PRE-DEPARTURE RESOURCES' with four blue icons and text: 'Global Risk Intelligence (Login with Group ID)', 'Review Plan Documents', 'Watch Orientation Videos', and 'Pre-Trip Itinerary'.

Travel preparation resources:

- Orientation recording
- Pre-trip itinerary review
- Global Risk Intelligence



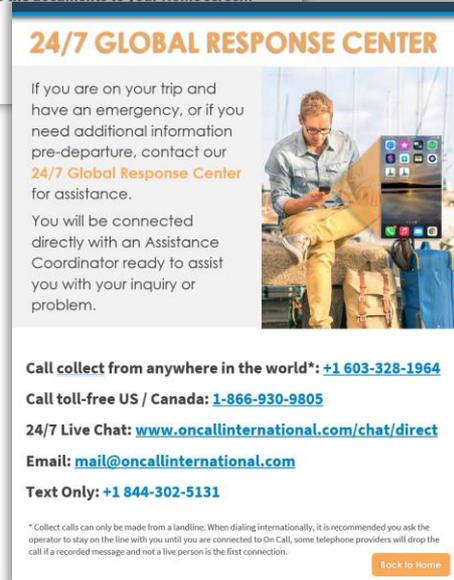
The screenshot shows the 'GLOBAL RISK INTELLIGENCE PORTAL'. It has a dark blue header with the On Call logo and navigation tabs: 'Incident Alerts', 'Daily Reports', 'Country Risk Reports', and 'Risk Publications'. The 'Country Risk Reports' tab is highlighted with an orange box. Below the tabs is a world map with color-coded regions. To the left of the map is a sidebar with search and filter options.



The screenshot shows the 'PLAN DOCUMENTS' section. It has a blue header with the title in orange. Below is a paragraph of text: 'Follow these simple instructions to save plan documents to the home screen of your mobile device. Taking this step ensures you always have access to important information whether you are online or not. This is not an app to download and you will not need to offer any personal details or create a login. With the plan documents saved to your home screen, you can easily access On Call plan info and click to dial or online chat directly with On Call 24/7.' Below the text is an orange button that says 'Plan ID & Summary'. At the bottom, there is a note: 'If viewing this page from your mobile device: click tile and choose to open on a new tab to save the documents to your Home screen.'

Plan Information:

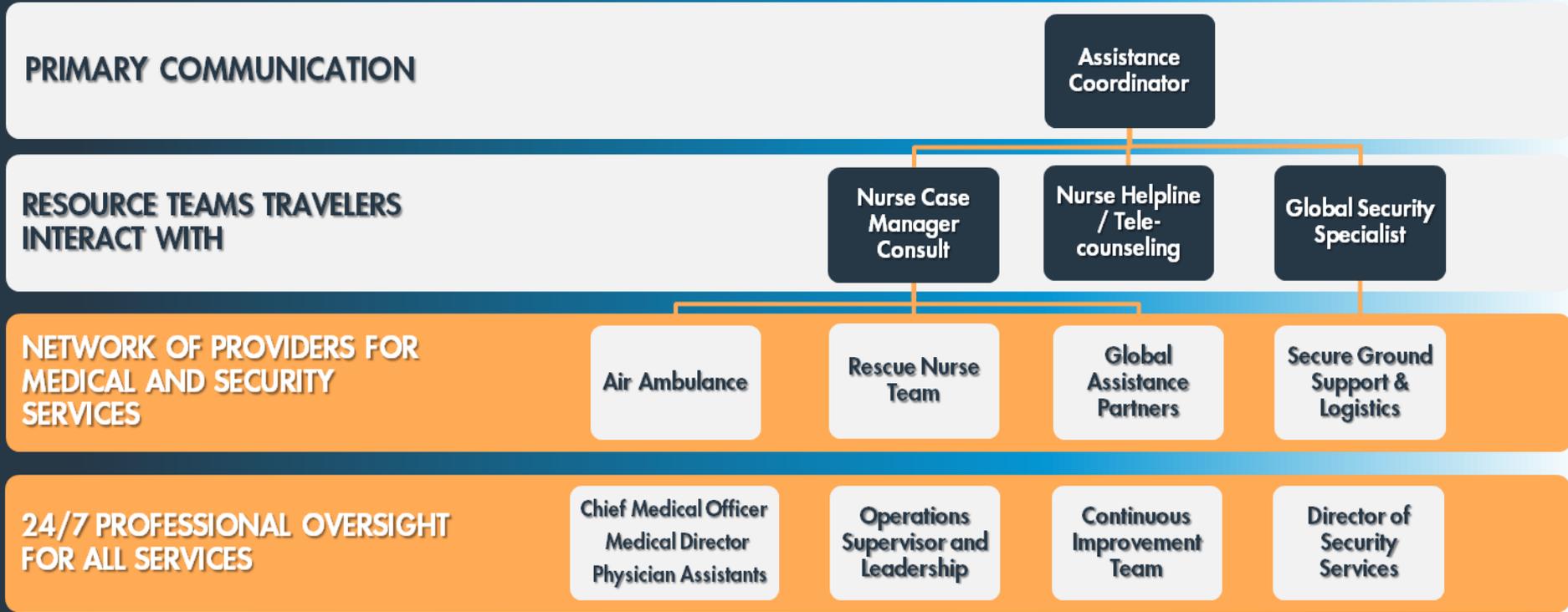
- Plan Documents
- 24/7 Assistance
- Claim forms



The screenshot shows the '24/7 GLOBAL RESPONSE CENTER' section. It has a blue header with the title in orange. Below is a paragraph of text: 'If you are on your trip and have an emergency, or if you need additional information pre-departure, contact our 24/7 Global Response Center for assistance. You will be connected directly with an Assistance Coordinator ready to assist you with your inquiry or problem.' To the right is an image of a man sitting on a boat, looking at a smartphone. Below the text are contact details: 'Call collect from anywhere in the world*: +1 603-328-1964', 'Call toll-free US / Canada: 1-866-930-9805', '24/7 Live Chat: www.oncallinternational.com/chat/direct', 'Email: mail@oncallinternational.com', and 'Text Only: +1 844-302-5131'. At the bottom right is an orange button that says 'Back to Home'.

* Collect calls can only be made from a landline. When dialing internationally, it is recommended you ask the operator to stay on the line with you until you are connected to On Call, some telephone providers will drop the call if a recorded message and not a live person is the first connection.

USER EXPERIENCE: 24/7 GLOBAL RESPONSE CENTER





MEDICAL ASSISTANCE

Pre-departure –

- Closest / preferred hospital, doctor, or specialist
- Prescription availability and local equivalent

While traveling –

- When any level of medical care is needed
- Coordination of appointments
- Prescription refill or replacement
- Medical monitoring during hospitalization
- Medical evacuation / repatriation when medically necessary

EMERGENCY TRAVEL ARRANGEMENTS

If hospitalized:

- Family / Friend travel to bedside when hospitalized for **3** or more days
- Return home of travel companion or minor dependents if left unattended due to hospitalization or evacuation



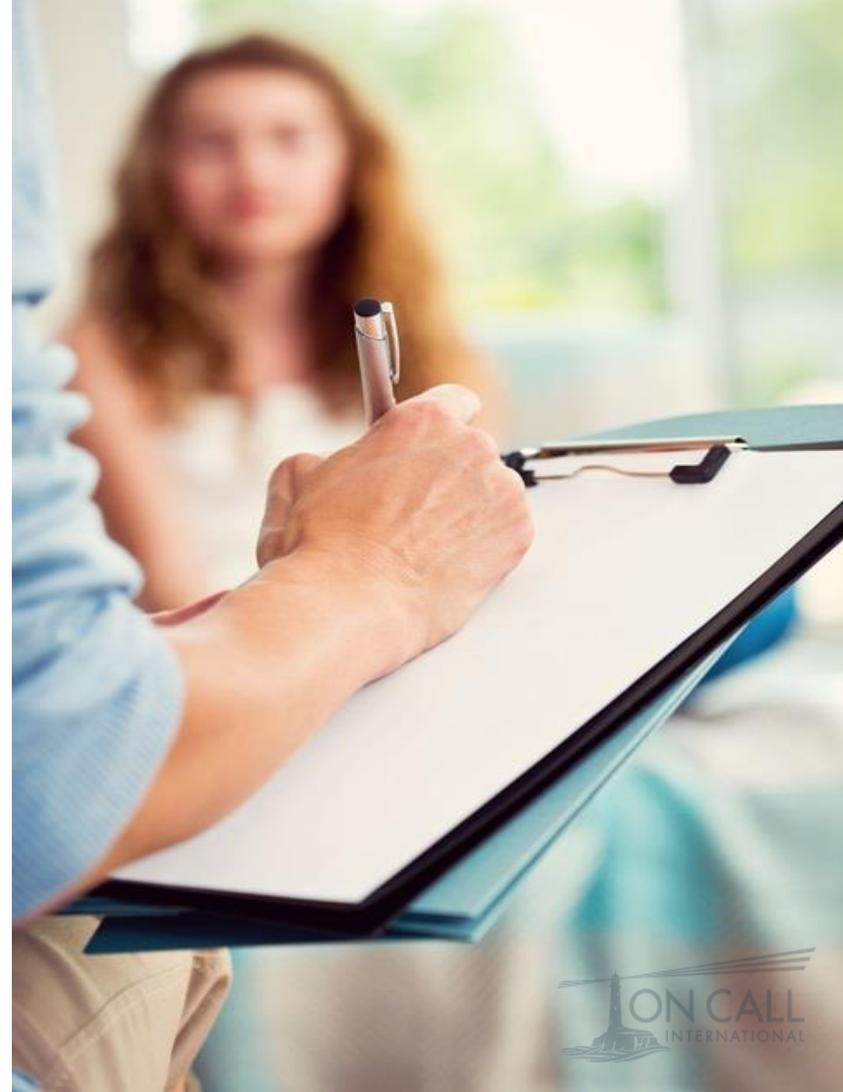
Family or personal emergencies

- Family reunion following felonious assault
- Return home following felonious assault
- Bereavement reunion, in the event of death
- Return home due to family member death or illness, self-arrange and pay



TELE-COUNSELING

- **24/7 access to Masters-prepared behavioral health professionals**
- **Initial Crisis Intervention and Assessment**
- **Up to 3 additional phone or video counseling sessions following initial assessment**
- **Short-term counseling is pre-diagnostic**



SECURITY ASSISTANCE

CALL US IF...

A traveler's **safety** has been compromised

- Caller will be connected with a Global Security Specialist (GSS)
- The GSS team will evaluate the situation and provide safety advice
- Evacuation and return home will be arranged if deemed necessary



**NATURAL
DISASTER
EVACUATION**



**POLITICAL
EVACUATION**

TRAVEL ASSISTANCE



**FLIGHT AND HOTEL
REBOOKING ASSISTANCE**

**LOST AND MISSING
LUGGAGE ASSISTANCE**

**EMBASSY AND CONSULATE
REFERRALS**

**TRANSLATION
AND INTERPRETERS**

**LEGAL CONSULTATION
AND REFERRALS**

**EMERGENCY TRAVEL FUNDS
ASSISTANCE**



TRAVEL RISK MANAGEMENT SERVICES

**INDIVIDUALS
RESPONSIBLE FOR
OVERSEEING,
PLANNING OR
APPROVING INTL
TRAVEL**



Dedicated Global Security Specialist

- ✓ Dedicated resource for security advice, planning, training, and plan reviews.
- ✓ Incident impact briefings
- ✓ Intro meeting



Pre-Trip Risk Assessments

- ✓ Written assessment tailored for group or individual risk profile.
- ✓ Analysis to explore risks, support safe travel, and build resilient operations.



Crisis Response Exercise

- ✓ Onsite training

TRAVEL RISK MANAGEMENT TECHNOLOGY

Travel monitoring dashboard provides University of Houston and On Call the ability to quickly locate travelers and communicate with them following a significant incident

- Pre-Travel Advisory
- Incident Alerts
- Mobile Application for tracking and intelligence

The dashboard features a world map with red circular markers indicating traveler locations. The markers are numbered, with a high concentration in the United States (e.g., 15, 16, 135, 96, 104, 46, 10, 4, 3, 2, 5, 5) and other regions like Europe (e.g., 11, 228, 69, 187, 229, 11) and Africa (e.g., 2, 5). The interface includes a search bar at the top with the text "People, Team, Country, City, Street...", navigation tabs for "Messages", "Travel", "Teams", "Alerts", "Reports", "PACE Notify", and "Settings", and a list of incident alerts on the right side.

Incident Alerts:

- COLOMBIA: Deadly landslides hit Abriaqui, Antioquia departme...**
Updated 19 minutes ago
[Read full report](#) [Share report](#)
[View Report Location](#)
- Tornado Warning issued April 07 at 11:05AM EDT until April 0...**
Updated 36 minutes ago
[Read full report](#) [Share report](#)
[View Report Location](#)
- After rounds of tornadoes across the South, storm threatens ...**
Updated 39 minutes ago
[Read full report](#) [Share report](#)
[View Report Location](#)
- PUERTO RICO: Restoration efforts underway amid ongoing islan...**
Updated 39 minutes ago
[Read full report](#) [Share report](#)
[View Report Location](#)

Your On Call Contact

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