

Scholastic Emergency Services  
an assist america® partner



*Global Emergency*  
**ASSISTANCE**  
*For* **STUDENTS**

**TRAVEL ASSISTANCE AVAILABLE 24/7**

Students enrolled in an active LewerMark Student Insurance policy and their enrolled dependents can utilize a unique global emergency assistance program provided by Scholastic Emergency Services (SES). This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or travel emergency while traveling more than 100 miles away from home or school campus for up to one semester.

**REFERENCE NUMBER:**

**01-AA-LEW-05034**

**DOWNLOAD THE APP!**

Utilize a wide range of global emergency assistance services from your phone by downloading the Assist America Travel App for iPhone and Android.

- Tap for Help Button
- Embassy & U.S. Pharmacy locator
- AssistAlerts
- Coverage Indicator
- Mobile ID Cards
- Available in multiple languages



Contact SES if you experience a medical or travel emergency while traveling more than 100 miles away from home or school campus for up to one semester.

+1 609 452 8570 (Outside USA)

+1 877 488 9833 (Inside USA)

Or email at: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)



## Medical Assistance Services



### Medical Consultation, Evaluation & Referrals

SES's 24/7 Operations Center is staffed by trained, multilingual assistance personnel who can make immediate recommendations for any emergency situation.



### Medical Monitoring

SES maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.



### Emergency Medical Evacuation

If a member becomes ill or injured in an area of the globe where an adequate medical facility is not available near the member, SES will arrange to transport the member under medical supervision if required, to the nearest medical facility capable of providing the required care.



### Foreign Hospital Admission Assistance

SES fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital. Advances must be paid within forty-five (45) days.



### Medical Repatriation

When deemed medically necessary, SES provides commercial transportation home or to a specified health or rehabilitation facility proximate to the member's residence with a medical or non-medical escort, as required.



### Prescription Assistance

When a prescription is lost or left behind, SES works with the prescribing physician and a local pharmacy to replace the member's medicine. Prescription cost is member responsibility.

## Travel Assistance Services



### Compassionate Visit

If the member is traveling alone and is expected to be hospitalized for more than five (5) days, SES will arrange and pay for a selected family member or a friend to join the patient.



### Care of Minor Children

If an injured member has minor children left unattended, SES will pay for them to return home to a family member.



### Return of Mortal Remains

In the event of a member passing away, SES will arrange and pay for the required documents, preparation, and transport of the remains to a funeral home near the member's place of residence.



### Return Home Due to Sibling, Spouse, or Parents Death

If a sibling, parent, or spouse of a member dies, SES will arrange for a round trip economy airfare or other appropriate means of transportation for the member to return home.



### Bereavement Reunion

When Return of Mortal Remains services are triggered, SES will arrange and pay for a round-trip economy airfare, or other appropriate means of transportation for a single family member to travel to the location of the remains to accompany the remains back to the place of residence of the deceased.



### Other emergency assistance services include:

Lost Luggage and Document Assistance, Legal & Interpreter Referrals, Emergency Message Transmission, Emergency Cash Advance, Return of Vehicle, Bail Bond Coordination, & Pre-Trip Information

### Conditions and Exclusions:

SES will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempts at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of a member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

SES will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home

- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. SES is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of SES.

For questions about your LewerMark Student Insurance policy, please contact LewerMark's customer service at 800-821-7710 or [lewermarksupport@lewer.com](mailto:lewermarksupport@lewer.com).