



Medical Evacuation and Repatriation Services

Capital Blue Cross

Effective Date: August 1, 2024

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GeoBlue 
International Health Insurance for Higher Education

Who We Are

We are the global solution for the Blue Cross Blue Shield (BCBS) companies.

1997

Founded as **Highway to Health** with a global network of hand-picked medical professionals combined with cutting-edge technology

Now



GeoBlue®
Simplifying the international healthcare experience through technology and personalized services.

420+
GeoBlue employees

425,000+
claims processed annually

Owned and backed by market leaders, a consortium of **BCBS plans** and **Bupa Global**.

106 million
members insured by BCBS companies

32 million
customers served by Bupa

Who We Support

We deliver worldwide health insurance solutions and services that provide peace of mind to employers, non-profits, universities and individuals – ensuring members get access to the care they need, when they need it.



Over **1,400** corporate clients



More than **400** academic programs



Over **525,000** GeoBlue members



More than **85M** BCBS Global Core¹ members



Nearly **350,000** Bupa Global members in the U.S.

How We Support

We provide borderless access to healthcare coupled with high-tech, high-touch service – all to help members feel secure about their health so they can achieve more.



Robust global provider network spanning every U.S. community and roughly **190 countries**.

95% of U.S. physicians and **96%** of U.S. hospitals are in the BCBS network.



151,000 direct settlement providers² outside the U.S.



24/7 medical assistance and evacuation services.

Industry-leading digital tools that put access to global healthcare in members' hands along with administrator and provider tools that reduce administrative burdens.



Personalized, culturally-relevant local support provided by **169 worldwide regional physician advisors** and more than **50 in-house medical assistance specialists**.

GeoBlue provides 24/7/365 support and expert coordination in the event of a medical emergency.

With any emergency, it takes teamwork and coordination to ensure that members are safe and receive high quality care. When emergencies happen away from home, it takes an even greater level of expertise to effectively navigate the nuances of the local healthcare system and reliable global partnerships to transport members safely and effectively.

GeoBlue's integrated Global Health and Safety (GHS) team provides the highest level of medical assistance support in a medical emergency, with:

- ✓ Over 20 years of expertise in conducting medical evacuations and repatriations around the world
- ✓ 24/7/365 support from a highly-skilled team that includes:
 - Over 13 medical personnel staff, including medical directors and registered nurse case managers
 - 40+ multi-lingual coordinators with strong expertise in both logistics and insurance benefits
 - 10-person management team ensuring that a supervisor is always available 24/7/365
 - Trainers and auditors who ensure that a quality experience is at the heart of the services that we provide
- ✓ 169 regional physician advisors strategically located around the world to help identify the best local medical resources
- ✓ Long-term, extensive relationships with a global network of carefully screened and credentialed doctors, hospitals, air ambulance providers, and medical escorts
- ✓ Seamless coordination and management of all transportation logistics and re-admission arrangements



GeoBlue plays a direct role in all medical evacuations and is dedicated to ensuring quality care every step of the way.



If a medical evacuation is necessary, **GeoBlue's medical team will work with the doctor** responsible for treating the patient.



Regional Physician Advisors (RPAs) assess the appropriateness of local care.

RPAs provide credible information on the quality of local services and can suggest options, if appropriate, for the patient.



If it is necessary to transfer the patient, **GeoBlue will work with a carefully screened and credentialed air ambulance provider**, with special attention paid to safety records.



If a patient can be transported by commercial airline and requires a medical escort, **we arrange for a physician and/or nurse with specific expertise** on managing patients during a flight.



GeoBlue will also **ensure that all transportation logistics are in place**, and that re-admission arrangements have been made and secured.

Political event or natural disaster (PEND) evacuation and support services.



Evacuations that are necessary due to political unrest or a natural disaster are handled by GeoBlue's security partner, Crisis24, a leading international risk management advisor



Crisis24 provides up-to-the minute reliable information, analysis and intelligence to help make informed decisions and operate with confidence in any situation around the globe



PEND services include:

- Comprehensive global evacuation and repatriation for groups or individuals
- Coverage for a wide range of political emergencies including wars, civil unrest, rebellions, riots and terrorism; plus evacuation from areas impacted by natural disasters such as earthquakes, volcanic eruptions and tsunamis
- Access to highly experienced in-house crisis management, emergency response experts, and security analysts
- A network of local in-country emergency response teams and security professionals throughout the world, providing a trusted, reassuring service in emergency situations

GeoBlue can assist with a variety of services when members need it most.



Replacement of lost or stolen travel documents



Lost luggage assistance



Emergency language services



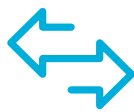
Global health and safety intelligence



International medical and dental options



Monitoring and treatment during an evacuation



Medicine and vaccine transfers



Hotel arrangements before or after a hospitalization or ongoing care

Benefit Summary

EMERGENCY MEDICAL TRANSPORTATION SERVICES

BENEFITS	
Medical Evacuation and Repatriation	Up to \$250,000
Repatriation of Mortal Remains	Up to \$25,000
Emergency Family Travel Arrangements	Up to \$5,000

POLITICAL EVACUATION AND NATURAL DISASTER	
BENEFITS	
Political Evacuation/Natural Disaster	Included

ACCIDENTAL DEATH & DISMEMBERMENT

Maximum Limit per Covered Person	Principle Sum Up to: \$10,000
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EMERGENCY TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents. GeoBlue will assist the participant in taking the necessary steps to replace passports, tickets, and other important travel documents.

Lost Luggage Assistance. GeoBlue shall assist the Participant with the tracking of luggage lost in transit.

Emergency Language Services. GeoBlue will provide interpretation assistance to a participant in a variety of languages in an emergency.

Global Health and Safety Platform. GeoBlue will provide a global health and safety platform that will allow Participants to access the latest security and health issues in a specific destination as well as view country or city profiles on crime, terrorism and natural disasters.

International Medical and Dental Options. GeoBlue may provide Participants with medical and dental provider options outside of the U.S.

Monitoring of Treatment during an Evacuation. GeoBlue will monitor medical treatment provided by an independent medical provider during an emergency medical evacuation.

Medication and Vaccine Transfers. GeoBlue will assist in the coordination of medication and vaccine transfers when same is not available locally or the medication has been lost or stolen.

Hotel Arrangements. GeoBlue will assist Participants with the arrangement of hotel stays before and after hospitalization or other ongoing care relative to an evacuation.