

## **IMPORTANT INFORMATION ABOUT YOUR TRAVEL INSURANCE**

## **Zurich Group Travel Insurance Policy**

### **UNDERSTANDING YOUR BENEFITS**

Keep your Zurich Group Travel Insurance Policy ID CARD for future reference.

### **HOW TO SUBMIT HOSPITAL AND PHYSICIAN CLAIMS**

You must submit a completed claim form for any benefits to be paid. Claim forms can be obtained by calling toll-free 866-409-5734 or by e-mail at [GallagherZurich@hsri.com](mailto:GallagherZurich@hsri.com). Complete the form in its entirety. Failure to do so will result in a delay in claim payment. Allow two weeks for claim processing. If you receive correspondence from the claim office, please respond promptly. Please refer to your certificate and other policy documents for timeframe limitations on: (1) notifications of claims following the date of accident or commencement of sickness; and (2) submission of medical bills following the date of treatment.

Payment will be made to the provider of service unless a paid receipt is sent with the bill. If you have paid the charges, you must submit the bill for reimbursement.

**TRAVEL ASSISTANCE PROVIDER:** On Call International

### **Zurich Group Travel Insurance Policy**

Policy Number: Students (GPT 4851115) Employees (GTU7196245)

On Call International provides emergency medical and travel services and pre-trip information services. Please call or email when:

- You require a referral to a hospital or doctor
  - You are hospitalized
  - You need to guarantee payment for medical expenses
  - You experience local communication problems
  - Your safety is threatened by the sudden occurrence of a security event.
- Please refer to the Description of Services for a full list of services available to you.

For medical referrals or other services, regardless of the nature or severity of the situation, contact On Call 24 hours a day:

**On Call International :**

**Toll-free from U.S. and Canada:** 833-808-0251

**Call collect from anywhere in the world:** +1-978-651-9219

**Email:** [mail@oncallinternational.com](mailto:mail@oncallinternational.com)

**SMS Text:** +1-844-302-5131

Visit [www.oncallinternational.com](http://www.oncallinternational.com) for additional travel resources.



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To verify insurance benefits and claims procedure information, contact the Claims Administrator:

### **MAIL CLAIMS TO:**

Health Special Risk, Inc.  
P.O. Box 250649, Plano, TX 75025-0649  
Call: 972-512-5600  
Toll-Free: 866-409-5734  
Fax: 972-512-5818  
Email: [GallagherZurich@hsri.com](mailto:GallagherZurich@hsri.com)

### **EDI PAYOR ID# 22384**

Students must submit a completed claim form by mail or fax to Health Special Risk, Inc.

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Zurich Group Travel Insurance Policy  
Policy Number: Students (GPT 4851115) Employees (GTU7196245)  
Traveler Name: \_\_\_\_\_

Policyholder's Name: Brandeis University

On Call International provides emergency medical, security and travel assistance services. For medical referrals, medical/security evacuation, repatriation or other services, please call:

**Toll-free from U.S. and Canada:** 833-808-0251

**Call collect from anywhere in the world:** +1-978-651-9219 **Email:**

[mail@oncallinternational.com](mailto:mail@oncallinternational.com) **SMS Text:** +1-844-302-5131