



Overseas Medical and Travel Assistance

January 2015

Comcover provides a range of services and cover for Fund Member employees who travel overseas to undertake work on behalf of the Commonwealth Government. Comcover provides this service as part of its integrated service delivery model through a contracted medical and travel assistance service provider, International SOS.

International SOS works from more than 700 locations in 70 countries to provide 24-hour medical and travel services to Fund Members with officials travelling overseas.

International SOS offers a worldwide network of assistance centres, clinics and health providers, local expertise, preventative advice and emergency assistance during critical illness, accident or civil unrest.

Key Services

Services to help Fund Members support officials overseas include:

- **24/7 overseas support** – comprises phone consultations for medical advice and diagnosis, access to 27 International SOS-owned medical clinics, doctor and hospital referrals, bookings and case monitoring, access to doctors and nurses in crisis situations, prescription replacement and hospital or clinic deposit guarantees;
- **24/7 emergency response** – comprises emergency medical evacuations and escorted repatriations, full case monitoring to resolution, and concierge services;
- **pre-travel support** – medical and vaccination advice, country specific medical reports and an online *Alert* email newsletter;
- **pre-travel and in-country Security Assistance** – information and analysis of emerging travel security threats and potential disruption to travel through access to the International SOS global team of analysts; expert security advice provided by teams of regional security specialists; assistance in response to emergency situations, such as criminal acts, terrorist events, instability, conflict and natural disasters; and access to evacuation of personnel in times of increased security, social unrest or civil disturbance threats if required and requested;
- **Comcover Members Portal** – International SOS provides a secure website portal detailing overseas travel advice (including current alerts), cultural, emergency and

security information. Members can log in and print destination customised reports that are specific for individual requirements

- **online eLearning** – comprehensive eLearning modules that covers Travel Risk Awareness, Pandemic and Malaria. eLearning may be accessed via the International SOS Comcover Members Portal; and
- A **smartphone application** for compatible mobile devices, which includes contacts for help, advice and support.

Before You Travel

You should to obtain an International SOS Comcover membership card from your entity's insurance contact before travelling, and carry this with you at all times while you are overseas. The member card can also be printed from the International SOS Comcover Members Portal.

The member card includes the membership number, the dedicated Comcover telephone number, as well as contact details for other Assistance Centres covering all relevant continents.

You can also access membership details on compatible mobile devices through the smartphone application before you travel and while you are away.

In an emergency, the information contained on your card, or through the smartphone application, will be needed by private hospitals as it contains key contact and policy information (including your medical membership number).

International SOS's 24/7 hotline is exclusively for officials of Comcover Fund Members. You can use this service for all enquiries and, if necessary, reverse charges will be accepted from overseas.

Overseas Medical and Travel Insurance Cover

While International SOS provides medical and travel security services to Fund Members, they are not engaged to interpret policies or to make decisions about an employee's level or type of insurance cover.

For advice and assistance relating to the scope of cover available for travellers, expatriates and dependents within the *Comcover Statement of Cover*, contact your Comcover Relationship Manager on 1800 651 540 (Option 3).