



EMERGENCY  
ASSISTANCE  
PLUS

## EMERGENCY ASSISTANCE PLUS® (EA+®) NURSE ESCORT PLAN DESCRIPTION

### How To Access EA+ Services 24 hours a day, 7 days a week, 365 days a year

Your EA+ identification card is your key to travel security. If you have a medical or travel problem, simply call EA+ for assistance. The EA+ toll-free and collect-call telephone numbers are printed on your ID card. You may either call the toll-free number while traveling within the U.S., or call EA+ collect when you are in another country.

An assistance coordinator will ask for the primary Member's name, group's name and a description of your situation. EA+ will immediately begin assisting you. A full listing of services follows.

If the condition is an emergency, you should call 911 or go immediately to the nearest physician or hospital without delay and then contact EA+.

This membership is a service agreement between you and EA+. In order for you to be eligible for the services within this membership, the services must be coordinated and provided by EA+. Services not coordinated and provided by EA+ will not be considered under this membership.

EA+ provides you with Medical Evacuation and Repatriation Services, Medical Assistance Services and Travel and Security Assistance Services as described below. These services are subject to certain Rules and Regulations, as described hereunder. Washington state residents: Please refer to Eligibility for state specific requirements.

"You" and "Your," as mentioned throughout this Plan Description, means Member with regard to Individual Membership and means Member, Spouse and Dependent(s) with regard to Family Membership.

### MEDICAL EVACUATION & REPATRIATION SERVICES

**The following services apply while you are Traveling Away From Home.**

**These services are available if you suffer an Injury or a sudden and unexpected Illness and your medical condition requires these emergency services. In order for you to be eligible for these services, the services must be coordinated and provided by EA+. Services not coordinated and provided by EA+ will not be considered under this membership.**

**Emergency Medical Evacuation:** If you are Traveling Away From Home and you sustain an Injury or suffer a sudden and unexpected Illness and appropriate medical treatment is unavailable in your current facility, EA+ will coordinate and provide a medically supervised evacuation to a hospital that EA+ determines to be capable of providing appropriate medical treatment. Your medical condition and situation must be such that, in the professional opinion of the attending physician and EA+ Physicians, you require immediate emergency medical treatment, without which there would be significant risk of death or serious impairment. If you need to be evacuated by air ambulance, EA+ will attempt to arrange for a person traveling with you to accompany you on the air ambulance, taking into consideration safety regulations and space limitations.

**Transportation to Join a Hospitalized Member:** If you are alone, Traveling Away From Home and are Hospitalized and need to remain Hospitalized and it's determined by EA+ Physicians that you would benefit from a person of your choice to be with you while Hospitalized, EA+ will coordinate and provide one round-trip economy airfare ticket to bring that person to your location.

*Please Note: This service does not provide reimbursement for any expense incurred by you or your person of choice.*

**Return of Minor Children:** If, while Traveling Away From Home, Dependents are present but left unattended as a result of your Injury or Illness, EA+ will send them back to either your or their own Home by coordinating and providing one-way economy airfare (or upgraded airfare if that's the manner in which they were originally scheduled to travel). EA+ will also coordinate and provide the services of a qualified escort, if recommended by EA+ Physicians.

**Transportation After Stabilization:** If you are Traveling Away From Home and you are treated at a medical facility for an Injury or a sudden and unexpected Illness that requires immediate emergency medical treatment and Hospitalization, without which there would be significant risk of death or serious impairment, EA+ will coordinate and provide a transfer to your Home or to a medical facility near your Home for continuing care, provided the attending physician and EA+ Physicians have determined that your condition has reached maximum medical improvement; and

1. You have been evacuated under the Emergency Medical Evacuation service as defined above; or
2. The attending physician and EA+ Physicians have determined you are unable to operate your RV/vehicle and no one in your traveling party is capable of operating the RV/vehicle; or
3. The attending physician and EA+ Physicians have determined your physical medical condition prevents traveling as a passenger in the RV/vehicle; or
4. You are not traveling in a vehicle and the attending physician and EA+ Physicians have determined your physical medical condition prevents you from continuing on your trip and you must return to your Home or to a medical facility near your Home to recover from your condition.

Services that EA+ will provide you with include the following options:

1. If it is deemed medically necessary by EA+ that you travel Home on an upgraded airfare ticket, EA+ will coordinate and provide a one-way upgraded commercial airfare ticket. If it is deemed medically necessary by EA+ that you travel Home with a nurse or non-medical escort, EA+ will provide a nurse or non-medical escort to accompany you. EA+ will also coordinate and provide any medically necessary ground ambulance transportation to/from the airport to return you to your Home residence or to a medical facility near your Home as long as you are medically stable enough; or
2. If it is not deemed medically necessary for you to travel Home in upgraded seating and/or with an escort, EA+ will coordinate and provide a one-way economy airfare ticket (or upgraded ticket if that's the manner in which you were originally scheduled to travel) to your Home or medical facility near your Home as long as you are medically stable enough; or

*Please Note: This Transportation After Stabilization service only allows EA+ to provide, at most, a nurse escort transport. If EA+ Physicians recommend and deem it medically necessary for you to travel by any other method not outlined in number one (1) and two (2) above, EA+ can coordinate the alternative method of transport, but any costs greater than a nurse escort transport are your responsibility.*

3. If you have been medically evacuated under the Emergency Medical Evacuation service, EA+ will coordinate and provide a one-way economy airfare ticket to return you to the original place of transport where your Emergency Medical Evacuation began; or

4. If you are unable to operate your RV/vehicle and no one in your traveling party is capable of operating your RV/vehicle and you have chosen to return to your Home in your RV/vehicle, EA+ will authorize your transport as outlined under the RV/Vehicle Return service. Please see RV/Vehicle Return service for a complete detail of services EA+ will provide.

**Return of Deceased Remains:** In the event of your death while Traveling Away From Home, EA+ will assist in obtaining the necessary clearances for the return of your remains. EA+ will coordinate the preparation or cremation and provide transportation of your deceased remains to a funeral home near your Home.

**Return of Traveling Companion:** If you are Traveling Away From Home and EA+ coordinates and provides an Emergency Medical Evacuation, Transportation After Stabilization or Return of Deceased Remains for you, EA+ will also coordinate and provide a one-way economy airfare ticket (or upgraded ticket if that's the manner in which he/she was originally scheduled to travel) for one of your Traveling Companions to accompany you on your trip to your Home or medical facility near your Home.

**RV/Vehicle Return:** If you need assistance returning your RV/vehicle, EA+ will coordinate and provide the return of your automobile, motorcycle, non-commercial truck or RV to your Home if:

1. EA+ coordinated and provided an Emergency Medical Evacuation, Transportation After Stabilization or Repatriation of Deceased Remains service for you; or
2. You have not been transported under an Emergency Medical Evacuation, Transportation After Stabilization or Repatriation of Deceased Remains service but your documented Injury or Illness (which does not require Hospitalization) prevents you from driving the RV/vehicle.

EA+ will coordinate and provide this service only if no one in your traveling party is capable of driving the RV/vehicle. The RV/vehicle must be in good condition and capable of being safely driven on the highway in compliance with local laws. If the vehicle is an RV, EA+ will also return an additional automobile if it was and continues to be hitched to your RV. Any costs required to maintain the safe operation of the vehicle(s) during the return will be charged to your credit card at the time of service.

Alternatively, you may choose to have your RV/vehicle returned by a friend or family member. EA+ will coordinate and provide a one-way economy airfare ticket and reasonable ground transportation to either the location of the RV/vehicle or to return the friend or family member to his/her Home after the RV/vehicle has been returned to your Home. If you choose to have your RV/vehicle returned by a friend or family member, EA+ will enter into a service contract with that individual as a service provider.

In the event you qualify for RV/Vehicle Return by virtue of number two (2) above, please see the following:

- The request for the RV/Vehicle Return service must occur at the time of your Injury or Illness while you are Traveling Away From Home.
- If you choose to have a friend or family member return your RV/vehicle, you can choose to ride to your Home in your RV/vehicle if you are medically cleared to do so.
- If you choose to have a professional return your RV/vehicle, you will not be able to travel as a passenger in your RV/vehicle for liability reasons. EA+ will assist you with any transportation arrangements for you and a Traveling Companion. However, any costs associated with your transportation and your Traveling Companion's transportation are your responsibility.
- If you qualify for an RV/Vehicle Return under this scenario, you do not qualify for paid transportation under Emergency Medical Evacuation nor Transportation After Stabilization to your Home.

*Please Note: You must inform EA+ that you need assistance returning your vehicle within 30 days of the incident and the return must take place within 90 days of the incident.*

**Program Note: Medical expenses of any nature are not covered by this membership program. This includes hospital bills, doctor visits, and/or prescriptions.**

## **MEDICAL ASSISTANCE SERVICES**

**The following services apply while you are Traveling Away From Home.**

**Worldwide Medical and Dental Referrals:** At your request, *EA+* will provide referrals to medical professionals in a given geographic area including, to the extent possible, western-style medical facilities and English-speaking doctors, dentists, and other health care providers.

**Deposits, Advances and Guarantees:** Deposits, advances and guarantees will be provided to medical facilities, hotels, airlines, ground and air ambulances and other like providers in order to secure service for you. Any advances of funds on your behalf will be charged to your credit card at the time of service.

**Monitoring of Treatment:** In an emergency, *EA+* assistance coordinators will continually monitor your condition while you are Hospitalized and provide ongoing updates to your family. Depending upon the medical and/or geographic situation, *EA+* may retain the services of licensed consulting physicians/nurses and/or other medical professionals with relevant areas of expertise to assist in the monitoring of your condition.

**Transfer of Insurance Information to Medical Providers:** To help prevent delays or denials of medical care, *EA+* assistance coordinators will assist you with hospital admission, such as relaying insurance benefit information. *EA+* will also assist with discharge planning.

**Medication, Vaccine and Blood Transfers:** At your request, and with authorization of the prescribing physician, *EA+* will assist in dispatching prescription medicine, vaccines or blood products when unavailable locally and when legally permissible. You are responsible for all costs other than shipping. These expenses will be billed to your credit card prior to shipping.

**Replacement of Corrective Lenses and Medical Devices:** *EA+* will coordinate the replacement of corrective lenses or medical devices if they are lost, stolen or broken during travel. You are responsible for all costs other than shipping. These expenses will be billed to your credit card prior to shipping.

**Dispatch of Doctors/Specialists:** If you are Hospitalized, *EA+* assistance coordinators may dispatch a physician or other health care professional to assist in determining your medical condition and suitability to travel.

**Medical Records Transfer:** Upon your consent, *EA+* will transfer any necessary medical information and records to you or the treating physician.

**Continuous Updates to Family, Employer, and Physician:** With your approval, *EA+* will provide case updates to appropriate individuals you designate in order to keep them informed.

## **TRAVEL & SECURITY ASSISTANCE SERVICES**

**The following services apply while you are Traveling Away From Home.**

**Travel Information:** Upon your request, *EA+* will provide you with destination intelligence regarding weather, travel, health, inoculations, travel restrictions and special events.

**Lost Luggage Assistance:** *EA+* assistance coordinators will assist you with the tracking of luggage lost in transit. If the luggage cannot be recovered, *EA+* will assist you with locating replacements. Any fees

incurred in locating replacement luggage on your behalf will be charged to your credit card at the time of service.

**Emergency Travel Arrangements:** In an emergency, *EA+* assistance coordinators will help you change airline, hotel or car rental reservations as necessary. Any fees associated with this service will be charged to your credit card at the time of service.

**Emergency Cash Advance Assistance:** In an emergency, *EA+* assistance coordinators will provide assistance to you by arranging for the forwarding of funds from your account, credit cards or family members. All fees associated with the transfer of funds will be billed to your credit card at the time of service.

**Hotel Arrangements for Convalescence:** *EA+* will assist you with the arrangement of hotel stays and room requirements during or after Hospitalization. Any fees will be billed to your credit card at the time of service.

**Replacement of Lost or Stolen Travel Documents Assistance:** *EA+* assistance coordinators will provide assistance to you by arranging for the replacement of passports, visas, airline documents, birth certificates and other travel-related documents. You are responsible for all costs other than shipping. These expenses will be billed to your credit card prior to shipping.

**Legal Referrals:** If you are Traveling Away From Home and are arrested, involved in an accident, or otherwise require the services of an attorney, *EA+* assistance coordinators will arrange for an initial telephone consultation with an attorney, without charge. *EA+* assistance coordinators will also assist with the securing of a bail bond, if needed. If further legal assistance is needed, you will be referred to an attorney in the appropriate geographic area. Fees and costs charged by the referred attorney will be your responsibility.

**Translation Services:** *EA+* assistance coordinators will, without charge, provide foreign language assistance over the telephone or up to one-page translations submitted via fax. If necessary, *EA+* will also provide referrals to translators and interpreters. All fees for such services are your responsibility.

**Emergency Message Forwarding Assistance:** In the event of an emergency, if you are unable to reach an employer, family member or Traveling Companion, *EA+* will forward a message via telephone or email to the intended party.

**Emergency Pet Housing and/or Pet Return:** *EA+* will coordinate arrangements for temporary boarding or the return of a Pet left unattended as a result of your Injury or Illness. Any fees will be billed to your credit card at the time of service.

**Real-Time Security Intelligence:** In the event you feel threatened by political unrest, social instability, weather conditions, or health or environmental hazards, *EA+* will provide you with the latest authoritative information and guidance for over 200 countries and select cities. The *EA+* global intelligence database is continuously updated and includes destination intelligence from over 5,000 worldwide sources.

**Political and Natural Disaster Evacuation Assistance:** In the event you feel threatened by a political situation or you become a victim of a natural disaster which leaves your location uninhabitable, *EA+* will assist you in making evacuation arrangements, including flight arrangements, securing visas, and logistical arrangements such as ground transportation and housing. In more complex situations, *EA+* will assist you in making arrangements with providers of specialized security services. Any fees will be billed to your credit card at the time of service.

## **MEDICAL ASSISTANCE SERVICES – While You Are At Home**

**Starting in your second year of continuous coverage, all Medical Assistance Services on page 4 are available While You Are At Home.**

“While You Are At Home” means not being on a vacation or business trip away from your Home. This shall also not be limited to Injuries or Illness that occur in your Home.

### **DEFINITIONS**

#### **The Following Definitions Apply:**

“Dependent” means your unmarried children from birth through age 18; or through age 22 if enrolled as a full-time student in an accredited college, university, vocational or technical school; and children whose support is required by a court decree; or adult child(ren) or grandchild(ren) with mental or physical disabilities who are solely dependent for maintenance and support. Children include natural children, stepchildren and legally adopted children. They must be primarily dependent on you for support and maintenance and must live in a parent-child relationship with you. If traveling on a trip without you, Dependents are covered provided the trip does not exceed ninety (90) days.

“Domestic Partner” means a person with whom you reside and can show evidence of cohabitation (including the shared responsibility of basic living expenses).

“EA+ Physician” means physicians retained by On Call International to provide consultative and advisory services, including the review and analysis of the quality of medical care you are receiving.

“*Emergency Assistance Plus*” and “EA+” means the membership program serviced by On Call International.

“Home” means the locale of the address as shown on your state driver’s license or state issued identification card.

“Hospitalization/Hospitalized” means being admitted as an inpatient after your initial visit in the emergency room.

“Illness” means a sudden and unexpected sickness that manifests itself during your Membership Period and which requires Hospitalization.

“Injury” means an identifiable accidental injury caused by a sudden, unexpected, unusual, specific event that occurs during your Membership Period and which requires Hospitalization.

“Member” means the primary person validly enrolled for EA+ and for whom Worldwide Rescue and Security, Inc. has received the appropriate membership fee. Under Family Memberships, Member shall include Spouse and Dependent(s).

“Membership Period” means the period of time for which you are validly enrolled for EA+ and for which Worldwide Rescue and Security, Inc. has received the appropriate membership fee.

“Pet” means any domestic dog or cat less than 200 pounds that is kept for pleasure and companionship rather than utility (other than service animals).

“Spouse” means the Member’s spouse (to include legally recognized Domestic Partner), unless they are legally separated.

“Traveling Away From Home” means on a vacation or business trip away from your Home (by car, plane, or other mode of travel), for a purpose other than your normal daily activities or routine. Washington state residents must be traveling more than 100 miles away from Home to be eligible for *EA+* services.

“Traveling Companion” means any individual traveling on the same itinerary, and accompanying you on your trip for more than 50% of the time sharing the same accommodations.

“You” and “Your” means Member with regard to Individual Membership and means Member, Spouse and Dependent(s) with regard to Family Membership.

## **RULES AND REGULATIONS**

The services described are available to you only during your Membership Period. In order for you to be eligible for these services, the services must be coordinated and provided by *EA+*. Services not coordinated and provided by *EA+* will not be considered under this membership. In the event *EA+* is arranging transportation by commercial air and your original return airline ticket exists, *EA+* may use that ticket in the arrangement of your transport Home.

*EA+* has sole discretion in making the determination if services are available for your Transportation After Stabilization. The determination will be based on your medical inability to return in your RV/vehicle or previously booked transportation. *EA+* will not return you to your Home for the sole sake of your convenience. *EA+* has sole discretion in making the determination if services are available for Emergency Medical Evacuation and RV/Vehicle Return. The decision will be based on medical considerations, including the recommendations of the attending physicians and *EA+* Physicians with respect to your condition and ability to travel. *EA+* will determine the appropriate method, destination, and timing of any evacuation. The destination will be the nearest facility capable of providing appropriate care as determined by *EA+*.

*EA+* is not responsible for the availability, quality, results of, or failure to provide any medical, legal or other care or service caused by conditions beyond the control of *EA+*. This includes your failure to obtain care or service, or where the rendering of such care or service is prohibited by U.S. law, local laws, or regulatory agencies.

Your legal representative shall have the right to act for you and on your behalf if you are incapacitated or deceased. All legal actions arising under this service agreement shall be barred unless written notice thereof is received by *EA+* within one (1) year from the date of the event giving rise to such legal action. You may be required to release *EA+* or any healthcare provider from liability during any Emergency Evacuation and/or Repatriation Service. Without limiting the foregoing, the actions and obligations of *EA+* under this service agreement are ministerial in nature, and all medical care is provided by medical professionals ultimately selected by you and in no event is the responsibility of *EA+*. *EA+* is not liable for any malpractice performed by a local doctor, healthcare provider, or attorney. *EA+* retains the medical discretion to limit one Emergency Medical Evacuation and/or Transportation After Stabilization attributable to any single medical condition of yours.

The *EA+®* and Emergency Assistance Plus® service marks are federally registered and owned by Worldwide Rescue & Security, Inc. The Emergency Assistance Plus® program is owned and operated by Worldwide Rescue & Security, Inc. and the individual Member relationships are the confidential property of the program.

## **ELIGIBILITY**

The primary Member shall be covered under Individual Membership. The Member, Spouse, and Dependent(s) shall be covered under Family Membership, as outlined in the Definitions. You are eligible during the Membership Period for which Worldwide Rescue and Security, Inc. has received the

appropriate membership fee. Washington state residents must be traveling more than 100 miles away from Home to be eligible for *EA+* services.

Worldwide Rescue & Security, Inc. has the right to refuse to renew any membership and/or to terminate any membership in the event that it is determined within reasonable and good faith discretion that the Member has abused or misused, is abusing or misusing, or is attempting to abuse or misuse the program or any of its services, or that the Member has engaged, is engaged or is attempting to engage in any fraudulent or bad faith claims or services.

## **PROGRAM COSTS**

Once enrolled in *EA+*, you cannot be singled out for fee increase nor can your services be changed, unless the service costs or services are changed for all Members of a specific class and/or group. If service fees and services are changed for the Member's class and/or group, individual Member services will only change upon the Member's renewal date and with proper notification. Service rates are earned as paid after initial money back review period and your service costs are guaranteed for the remaining Membership Period.

## **SERVICES NOT COVERED**

*EA+* will not be responsible for any costs or expenses arising from:

1. Hospital or medical expenses of any kind or nature.
2. Travel arrangements that were neither coordinated nor provided by *EA+*.
3. Anyone traveling against the advice of a physician, traveling with a chronic or life-threatening condition without medical clearance prior to departure, or traveling for the purpose of obtaining medical treatment.
4. Suicide, attempted suicide, or willful self-inflicted injury.
5. Taking part in military, paramilitary or police service operations.
6. The commission of, or attempt to commit, an unlawful act.
7. Injury or illness caused by or contributed to by use of drugs or alcohol.
8. Pregnancies, except in the case of a major, vital complication during the first two trimesters of pregnancy which presents a clear and significant risk of death or imminent serious injury or harm to the mother or fetus.
9. Mountaineering or rock climbing necessitating the use of guides or ropes, spelunking, skydiving, parachuting, ballooning, hang gliding, deep sea diving utilizing hard helmet with air hose attachment, flying in an experimental aircraft, racing of any kind other than on foot, bungee jumping, operating a vehicle when not properly licensed, or participating in professional sports.
10. Travel expenses, including but not limited to accommodations, local transportation, meals, telephone, and facsimile charges.
11. Subsequent evacuations for the same or related medical condition, regardless of location.
12. Services covered by valid and collectible insurance, including Medicare.
13. Services not otherwise outlined hereunder.
14. Members who enroll in this plan while Hospitalized.
15. Any service from or within countries with Office of Foreign Asset Control (OFAC) sanctioned programs. For the most updated list of OFAC-sanctioned programs visit:  
[www.EmergencyAssistancePlus.com/OFAC](http://www.EmergencyAssistancePlus.com/OFAC)

## **PRIVACY POLICY**

Except as expressly stated herein, Worldwide Rescue and Security, Inc. and On Call International (the "Parties") do not sell, rent or share any of your personally identifiable information to affiliates or



unaffiliated third parties. In no circumstance, will either party disclose customer bank account numbers, credit card numbers or access codes to third parties for telemarketing or direct marketing purposes.

Worldwide Rescue and Security, Inc. and On Call International will not share any of your personally identifiable information with third parties except in the circumstances described below or with your permission:

- Worldwide Rescue and Security, Inc. and On Call International will share personally identifiable information with the third parties that help process the transactions you request.
- Worldwide Rescue and Security, Inc. and On Call International may disclose personally identifiable information with third parties in connection with investigations of suspected fraud or other illegal activity, investigations of violations of the Parties' agreements with you, investigations of situations involving potential threats to the physical safety of any person, and as the Parties may be required by law. In the event that Worldwide Rescue and Security, Inc. and/or On Call International are required by law to disclose non-public personal information about you, the Parties will use commercially reasonable efforts to limit our disclosures to the information that is reasonably necessary to disclose.
- Worldwide Rescue and Security, Inc. and On Call International may disclose personally identifiable information to your agent or legal representative (for example, to the holder of a power of attorney granted by you or to a guardian appointed for you).

Sample