10-21-2013

Faculty Senate - International SOS Slides from October 21, 2013 Meeting

Faculty Senate

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Who is International SOS?

World's leading provider of medical assistance, international healthcare, security services and customer care.

- Worldwide network of 27 assistance centers, 35 clinics and a fleet of air ambulances
- Over 8,000 employees, 33% are medical professionals, operating in more than 75 countries
- Established global network of over 75,000 credentialed medical, legal and security providers

"From the beginning, our company was founded on the principle of putting the member first. Our teams work closely together so the customer is at the heart of every decision."
- Nick Peters, CEO, Americas Region, International SOS
Membership Provides

Reassurance
- One call will immediately start resolution to your situation – whether an emergency or routine advice

Quality Medical Care
- Confidential medical advice from experienced, Western-trained doctors
- Providers are credentialed by our medical staff to ensure quality treatment

Peace of Mind
- An experienced, culturally knowledgeable partner who operates in over 70 countries is there to help you

Convenient Access
- 24/7 coverage, 365 days per year offering expert advice in 70 languages
- Comprehensive, up-to-date members-only website to keep you informed

Trusted by Leading Institutions

THE UNIVERSITY OF TENNESSEE
KNOXVILLE

UNIVERSITY OF NEW HAMPSHIRE

MIAMI UNIVERSITY

VANDERBILT UNIVERSITY

EMORY UNIVERSITY

Duke UNIVERSITY

University of Colorado

The University of Texas System

Tulane University

University of Delaware

Wake Forest University

THE STATE UNIVERSITY OF NEW JERSEY

RUTGERS
International SOS Global Statistics

9 Million Calls per year
1 Call every 3.5 seconds
1,241,699 Cases

Global Network of Providers: 76,144
Medical Providers: 64,363
Technical Providers: 11,781
including Aviation & Security

Last Year 19,298 Evacuations & Repatriations
Average 1.3 Evacuations Per Hour Every Day

Our Worldwide Reach

International SOS has:
79 offices,
27 assistance centers,
35 international clinics and
400+ remote medical facilities across
5 continents.
Accessing Scholastic Traveler Portal

www.internationalsos.com

Select Members Login

Enter member #11BCAS080063
Assistance App availability

- BlackBerry
  - OS 4.5 and higher
- iPhone
  - iOS 4 and higher
- Android
  - 2.1 and higher

- One-click call for assistance from nearest alarm center
- Link to country search
- Link to latest alerts for your current country
- Links to medical and travel security information for your selected country
- Membership number
- Number of current alerts

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International Travel Registration through CIE Website

Managed by the Center for International Education

IRIS and the International Travel Registration

- The Center for International Education (CIE) will be the last step in the IRIS Travel Authorization (TA) process
- Completion of the International Travel Registration (on the CIE website) is mandatory for IRIS Travel Authorization approval.
Who completes International Travel?

- All Knoxville campus faculty and staff
  - Traveling on University funds
  - Traveling on University Business without University funds
International Travel Registration Home Page

International Travel Registration Faculty/Staff

Program Term: Fall, Spring, Summer

Restrictions: UTK applicable only

Enrollment Timeframe:

<table>
<thead>
<tr>
<th>Term</th>
<th>Year</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>2015</td>
<td>8/29/2015**</td>
<td>9/9/2015*</td>
</tr>
<tr>
<td>Fall</td>
<td>2016</td>
<td>8/29/2016**</td>
<td>9/9/2016*</td>
</tr>
<tr>
<td>Summer</td>
<td>2016</td>
<td>6/11/2016***</td>
<td>8/10/2016*</td>
</tr>
<tr>
<td>Spring</td>
<td>2016</td>
<td>2/19/2016***</td>
<td>4/8/2016*</td>
</tr>
</tbody>
</table>

** Process: Students will be immediately notified of acceptance into the program and able to complete pre-travel paperwork prior to the term's application deadline.

Program Description:

International travel registration is critical to the University's risk management program and will allow the University to communicate with faculty, staff, and students in the event of an emergency. Registration is also required for faculty, staff, and students to receive emergency assistance from International SOS.

All faculty and staff traveling abroad on University-sponsored activities, or on University-sponsored activities without University funds (example: a faculty member is invited to give a keynote address at a conference and lodging costs are fully paid by the conference) are required to register with the Center for International Education prior to their departure.

Please click the “apply now” button to begin the registration process. We will ask you to provide information about your travel plans and contact information like the destination country. This will include travel (accommodations addresses, telephone numbers, e-mail addresses and emergency contact information). Such information is necessary if emergencies arise either in the US or in the country(ies) of residence. As part of the international travel registration process, all faculty and staff are encouraged to purchase the non-refundable international travel insurance (FITC) which is good for one and three dates of travel.

Please note: When you begin your application, you will be prompted by the system to enter a term during which your international travel will begin. The terms and corresponding dates are as follows:

- Fall: August 20 - December 1
- Spring: January 1 - May 7
- Summer: May 8 - August 19

You will also be prompted to choose the city(ies), country(ies), and region(s) to which you will be travelling. If your location is not listed, please contact: Aira Master, ama334@utk.edu

If the registration process is not completed before commencement of the international trip:

The faculty and staff will not receive travel authorization and they may not be reimbursed for expenses.

The faculty and staff will not receive assistance from International SOS.

Please note: Traveling to US territories do not apply. These territories include Puerto Rico, Guam, US Virgin Islands, American Samoa, and Northern Mariana Islands.

Additional Help/Help and information:

- The university logo can be found under "Home Page".
- To stop travel registrations and subscriptions can be filed here.
- Your final university travel insurance coverage can be found under "The University of Tennessee - Travel Insurance adminstration site".
- The International SOS website is provided by Travelers for your travel insurance administration site.
- If you are planning a travel insurance policy, please visit the Travelers website for more information. The travel insurance policy is a Travelers policy.
- Introduce the TDV travel insurance policy and subscription to the TDV site.
- International SOS travel insurance coverage can be downloaded from the TDV site.
- The summary of the travel insurance policy (2021-2022) is the same as the previous years, which can be downloaded here.
Faculty/Staff (individual homepage)

Announcements

Natural Selections

Signature Documents

Application Questionnaire(s)

Faculty/Staff (individual homepage)

Required for Registration

- International Teacher Identity Card Application (valid for one year from date of issue) $25 cost (internal transfer is possible for faculty/staff)
- Six on-line Signature documents
- Two questionnaires (logistical information and emergency contacts)
Faculty/Staff traveling to countries with State Department Warnings

- One extra questionnaire required with additional logistical information and in-country contact.

Travel Warning Countries

- US State Department - travel.state.gov