

How to Use International SOS While Overseas

Annenberg International Programs Pre-Departure Series

Email: ascintl@usc.edu

Phone: (213) 821-1276

International SOS Card

- Take the plastic International SOS card out of your overseas health insurance packet and store it in the wallet that you are using for your semester overseas
- This is not proof of insurance when visiting a health clinic or hospital; it is not accepted as insurance to immediately cover payment
- You must call your nearest International SOS assistance center to “open a case”

When to Open A Case

- When you need a referral for a local doctor or specialist
- When you are or a classmate is having a medical emergency
(ALWAYS CALL YOUR HOST COUNTRY'S EMERGENCY PHONE NUMBER FIRST, THOUGH)
- When you or a classmate needs to see an English-speaking doctor
- Only when you are outside of the United States. Use your domestic coverage before you leave & after you return to the States
 - International SOS covers you anywhere in the world, not just in your host country

What Information to Provide to the I-SOS Representative

- USC membership number: 11BSGC000010
- Your name or your classmate's name who needs assistance
- Phone number where you or your classmate can be reached

The I-SOS representative will then give you the case number. Make sure you take note of it because subsequent phone calls to I-SOS will require this case number, which will save time.

How Does I-SOS Coverage Work?

- Once a case is open, I-SOS will need to speak to the doctor treating you
- The case is then routed to the I-SOS representative at USC to approve payment
- Once I-SOS receives approval from USC, payment for services are made to the clinic/hospital
- The USC representative works in USC Student Affairs and not Annenberg

When Would I Have to Pay for Medical Treatment?

- If you do not open a case at the beginning of medical treatment; in this case, I-SOS can reimburse you for the costs if approved, so keep all receipts
- When the situation is not deemed an emergency- e.g., doctor referral → in this case, keep all receipts and file a reimbursement claim with ACE American, which covers routine medical care (paperwork in overseas health insurance packet contains one Medical Claim Form to start with)

International SOS App

- The I-SOS App is free and available for iPhone and Android
- No matter where you are in the world, the GPS on your phone will dial the closest assistance center within the app
- Highly recommended; you only need the USC membership number once when setting it up on your phone

International SOS Contact Info

- US Headquarters, open 24/7: 215 942 8226
- Australia, open 24/7: +61 2 9372 2468
- United Kingdom, open 24/7: +44 20 8762 8008
- Hong Kong, hours may be limited: +852 2528 9900
- Brazil: call US Headquarters
- Netherlands: call UK Assistance Center
- New Zealand: call Australia Assistance Center

- When in doubt, you may call the US headquarters for assistance
- Program the I-SOS phone number into your phone

USC Health Insurance Office

- (213) 740-0551, open Monday to Friday from 8:30am to 5pm
- Located in the lower level of Engemann Student Health Center
- Overseas health insurance coordinator: Valerie Hill (vhill@usc.edu)