
University of Houston System International Travel Insurance Program

Effective March 1, 2023, the University of Houston System has partnered with On Call International to provide you emergency and non-emergency services and benefits while traveling internationally. The program will provide services ranging from pre-trip planning to telephone advice, to full-scale medical and security evacuations.

Key features of the program:

- Medical, travel, and security assistance, including insured evacuation services
- International medical expenses coverage
- Coordination of emergent and non-emergent medical care
- Coordination of travel arrangements for you or a person you designate for certain emergency circumstances such as your hospitalization abroad

Before you depart

If traveling abroad, ensure you have the On Call plan information and contact information in the easiest place to reference it – on your phone. You can do this with a simple 2-step process without needing to login to anything or sharing any personal information:

- ✓ Visit [this link](#) from your phone or use your phone camera to scan the QR code below.
- ✓ Follow the prompts to save it to your home screen. This will give you a tile on your phone that opens a Resource Hub that includes information about the program and how to use it, as well as click to dial phone and chat links.





While traveling

You can make a collect call, send an email, live chat, or text On Call from anywhere in the world 24 hours a day to request assistance. If you need medical care, encounter a travel problem, suffer a medical emergency, or are impacted by security crisis anywhere in the world, we strongly encourage you to take advantage of services available through On Call.

If there is a critical incident alert issued for your reported location, if it is a high or extreme risk then certain contacts at the University of Houston will also be automatically notified. Dependent upon the nature of the incident, you may receive a text, email, and/or a notification from the App, with a communication requesting for you to check in and acknowledge whether you are safe or require assistance. These messages are generated by the University of Houston or the On Call International Global Security Team. It is important to acknowledge the message as soon as possible so we can prioritize where help is needed and coordinate a quick and efficient response.

If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day.

Call collect from anywhere in the world: **+1 978-651-9213**

Call toll-free US / Canada: **1-833-808-0236**

24/7 Live Chat: www.oncallinternational.com/chat/direct

Email: mail@oncallinternational.com

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