

MedEx Services

	ACCESS	PLUS	SECURE
Travel Assistance			
Pre-travel Information	✓	✓	✓
Emergency Travel Arrangements	✓	✓	✓
Transfer of Funds	✓	✓	✓
Assist in the Replacement of Lost or Stolen Travel Documents	✓	✓	✓
Legal Referrals	✓	✓	✓
Translation Services	✓	✓	✓
Message Transmittals	✓	✓	✓
Emergency Pet Housing and/or Pet Return	✓	✓	✓
Medical Assistance			
Worldwide Medical and Dental Referrals	✓	✓	✓
Monitoring of Treatment	✓	✓	✓
Facilitation of Hospital Payment	✓	✓	✓
Transfer of Insurance Information to Medical Providers	✓	✓	✓
Coordination of Medication, Vaccine and Blood Transfers	✓	✓	✓
Assist in the Replacement of Corrective Lenses and Medical Devices	✓	✓	✓
Dispatch of Doctors and Specialists	✓	✓	✓
Medical Records Transfer	✓	✓	✓
Continuous Updates to Family, Employer, Home Physician	✓	✓	✓
Hotel Arrangement for Convalescence	✓	✓	✓
Medical Evacuation & Repatriation Services			
Paid Emergency Medical Evacuations	Assist. Only	✓	✓
Paid Transportation to Join a Hospitalized Member	Assist. Only	✓	✓
Paid Return of Dependent Children	Assist. Only	✓	✓
Paid Transportation After Stabilization	Assist. Only	✓	✓
Paid Repatriation of Mortal Remains	Assist. Only	✓	✓
Security and Political Evacuation Services			
Paid Security Evacuation	Assist. Only	Assist. Only	✓
Paid Political Evacuation	Assist. Only	Assist. Only	✓
Paid Transportation After Security or Political Evacuation	Assist. Only	Assist. Only	✓
Other Evacuation Assistance Services	Assist. Only	Assist. Only	✓

* Pricing based on MedEx included in all packages offered by Fifth Third with an estimation of 800,000 members being included.

Note: An international travel medical insurance covering medical services, such as hospital and doctors charges can be added as needed.

The MEDEX Difference

The main reasons for choosing MEDEX Global Solutions are summarized below:

Duty of Care – You have a duty to protect your travelers and expatriates, no matter where they are located. By relying on the most comprehensive travel protection program available from one company, you know your travelers are getting the best care possible, and your organization is getting the most service it can for the money.

No Additional Fees – MEDEX does not add case-handling fees, surcharges, or markups to our programs. Other providers may charge additional program fees and will mark up provider charges by 25% - 40%. MEDEX discloses all original fees, providing all original bills.

Centralized Operational Model – With the advancement of today's technology, MEDEX has eliminated the need for multiple alarm centers, which are unnecessary, use outdated technology and are expensive. MEDEX has one Emergency Response Center. From this state-of-the-art center, we can assist and manage any emergency, anywhere in the world. This ultimately allows us to pass our savings on to our clients, as well as maintain better quality control in handling cases, ensuring proper case management. Between shifts, MEDEX Assistance Coordinators personally review ongoing cases with their replacement on the next shift, keeping every case a priority.

Domestic Capabilities – MEDEX is one of the only assistance providers that operate domestically as well as internationally. We cover travelers who are 100 miles from home, and will manage the logistics of evacuating a traveler from a location within their home country.

Objective Provider Selection – MEDEX does not maintain any financial interest in any of our 59,000 providers or resources. We do not receive any fees, kickbacks, or other referral payments from any organizations we recommend to travelers. We make all referrals on the objective basis of best care. We do not maintain any clinics or own our own aircraft, which allows us to make the best choices on behalf of the traveler, avoiding unnecessary evacuations and expenses. This also allows us to have multiple options for any operation, as we do not limit ourselves to working exclusively with one or two providers.

Extensive Global Network – MEDEX's global network of providers consists of 59,000 resources, enabling us to have multiple providers to choose from for any operation. Most importantly, we work with:

MEDEX Physician Advisors (MPAs) – MEDEX has found 72 of the best doctors in the world to serve as MEDEX Physician Advisors. This panel's collective expertise and international medical evacuation experience exceeds that of any group of doctors an assistance company might directly employ. When MEDEX needs to determine the appropriateness of medical care a patient might need or be receiving, an MPA will converse with the local doctor to discuss the symptoms presented, the patient's history, the doctor's examination, and the results of any diagnostic workup in order to provide the best care for the patient. Together, they represent 37 medical specialties (such as ophthalmology, cardiology, neurology and hyperbaric medicine) and are capable of communicating physician-to-physician in more than 35 languages.

Medical Centers of Excellence – MEDEX currently has more than 115 medical Centers of Excellence designated as evacuation destinations within our global network. These facilities have the greatest diagnostic and treatment capabilities in their respective regions. They are categorized as Regional Centers of Excellence or International Centers of Excellence, depending on their medical capacity and the specialty care available. We personally visit each hospital to measure their capabilities against international standards of healthcare quality, and examine each facility’s ability to work well with international travelers. This means that we review each facility’s departmental procedures, the diagnostic equipment they have available, their medical staffing practices and their commitment to maintaining a hygienically safe environment, as well as taking into account the languages spoken by the staff, patient accommodations and accessibility of the hospital to travelers who are unfamiliar with the area.

Approved Air Ambulances – MEDEX Global Solutions manages all evacuations in-house, coordinating with only the top Air Ambulance companies in the world. MEDEX’s global network contains 130 credentialed Air Ambulance providers, consisting of a fleet of approximately 450 medically dedicated aircraft. This infrastructure allows MEDEX to provide the quickest and safest evacuation services for our members. Approved Air Ambulances are those with the most qualified personnel, the latest equipment and technology, and a record for the most responsive service in their region of the world. A thorough review of these providers begins with an evaluation of licensing and insurance coverage, and then proceeds to credentialing their aircraft, maintenance, safety record, dispatch procedures, in-flight medical equipment, in-flight medical staff and medical specialties. With this extensive provider network, we can evacuate a patient from any location at any time.

Security Company – MEDEX’s security subsidiary, ASI Group, provides intelligence and security services to support our clients anywhere in the world. Together as one company, clients know that one call to MEDEX can handle all security and intelligence needs.

Political Evacuations – MEDEX is the only company in the world that works proactively with its clients by monitoring their locations and notifying them of any developments that may dictate a fast response to changing conditions. ASI provides a four-step alert system of Watch, Warning, Alert and Evacuation, and offers detailed information to keep you updated on the threats in the country of interest.

Medical, Security and Travel Intelligence – MEDEX can provide real-time medical, security and travel information through its online Member Center, alleviating the need to use multiple sites as resources.

Airline Intelligence – MEDEX and ASI provide the only database of its kind that rates more than 300 domestic and international airlines, allowing you to determine the risk of flying on a particular airline.











Travel Assistance Services

	ACCESS	PLUS	SECURE
Pre-travel Information – Upon request, MEDEX will provide destination information covering weather, currency, and culture.	✓	✓	✓
Emergency Travel Arrangements – In the event of an illness or injury, MEDEX will make new reservations for airlines, hotels, and other travel services as needed.	✓	✓	✓
Transfer of Funds – Upon security funds from the traveler or their family, MEDEX will provide an emergency cash advance to the traveler.	✓	✓	✓
Assist in the Replacement of Lost or Stolen Travel Documents – Travelers can contact MEDEX for assistance in replacing passports, tickets, and other important travel documents.	✓	✓	✓
Legal Referrals – Should a traveler require legal assistance, MEDEX will direct them to an attorney and assist in securing a bail bond.	✓	✓	✓
Translation Services – In an emergency, MEDEX can provide immediate translation services in a variety of languages. We can also provide referrals to local interpretation services.	✓	✓	✓
Message Transmittals – Travelers may send and receive emergency messages through MEDEX.	✓	✓	✓
Emergency Pet Housing and/or Pet Return – If a pet is left unattended due to a medical emergency, MEDEX will coordinate for a temporary boarding or for the pet to return home.	✓	✓	✓




Medical Assistance Services

	ACCESS	PLUS	SECURE
<p>Worldwide Medical and Dental Referrals - MEDEX will provide referrals to help travelers located appropriate treatment or care.</p>	✓	✓	✓
<p>Monitoring of Treatment – When a traveler uses MEDEX during a medical situation, we will continually monitor the case until the traveler is either healthy or transferred to their home hospital. Our MEDEX Nurse Case Managers and Physician Advisors review and analyze each situation to ensure the quality of care.</p>	✓	✓	✓
<p>Facilitation of Hospital Payment – Upon securing payment or a guarantee to reimburse from the travelers’ insurance provider, MEDEX will coordinate payment to the treating facility.</p>	✓	✓	✓
<p>Transfer of Insurance Information to Medical Providers – MEDEX will assist with hospital admission to help prevent delays or denials of medical care.</p>	✓	✓	✓
<p>Coordination of Medication, Vaccine and Blood Transfers – In the event medication, vaccines, or blood products are not locally available, or a prescription medication is lost or stolen, MEDEX will coordinate the transfer to the traveler.</p>	✓	✓	✓
<p>Assist in the Replacement of Corrective Lenses and Medical Devices – MEDEX will arrange for the replacement of corrective lenses or medical devices if they are lost, stolen or broken during travel.</p>	✓	✓	✓
<p>Dispatch of Doctors and Specialists – In an emergency where the traveler cannot be adequately assessed by telephone for possible evacuation and local treatment is not available, MEDEX will send an appropriate medical practitioner to the traveler.</p>	✓	✓	✓
<p>Medical Records Transfer – With consent, MEDEX will transfer medical information and records to the traveler or the treating physician.</p>	✓	✓	✓
<p>Continuous Updates to Family, Employer, Home Physician – With consent, MEDEX will notify appropriate individuals of the situation, in order to keep them informed.</p>	✓	✓	✓
<p>Hotel Arrangements for Convalescence – MEDEX will assist the traveler with hotel stays and room requirements before or after hospitalization.</p>	✓	✓	✓

Medical Evacuation & Repatriation Services

	ACCESS	PLUS	SECURE
<p>Paid Emergency Medical Evacuations – If a traveler is injured or becomes ill, and adequate medical care is not available, MEDEX will arrange and pay for a medically supervised evacuation to the nearest facility capable of providing treatment</p>	Assistance Only		
<p>Paid Transportation to Join a Hospitalized Member – If a traveler is alone and hospitalized for more than seven days, MEDEX will coordinate and pay for a family member to join them.</p>	Assistance Only		
<p>Paid Return of Dependent Children – If children are left unattended due a medical emergency, MEDEX will coordinate and pay for their return home, accompanied by a qualified escort if necessary.</p>	Assistance Only		
<p>Paid Transportation After Stabilization – Following an emergency medical evacuation and stabilization, MEDEX will coordinate and pay for the traveler to return to their point of origin or their home country.</p>	Assistance Only		
<p>Paid Repatriation of Mortal Remains – Should a traveler pass away while away from home, MEDEX will arrange and pay for their remains to be returned to their home country.</p>	Assistance Only		

Security and Political Evacuation Services

	ACCESS	PLUS	SECURE
<p>Paid Security Evacuation – In the event of an Emergency Security Situation, MEDEX will arrange and pay for evacuation from an international airport or other safe departure point to the nearest safe haven. MEDEX may pay your evacuation, or assist with the arrangement of ground transportation. This is limited to \$100,000 per person per situation.</p>	Assistance Only	Assistance Only	
<p>Paid Political Evacuation – In the event the officials of a travelers’ home country issue a written recommendation that a travel leave their host country for non-medical reasons, or a traveler is expelled or declared a “persona non grata,” MEDEX will arrange and pay for the traveler’s evacuation from an international airport or other safe departure point to the nearest safe haven. This is limited to \$100,000 per person per situation.</p>	Assistance Only	Assistance Only	
<p>Paid Transportation After Security or Political Evacuation – Following a security or political evacuation and when safety allows, MEDEX will coordinate and pay for a one-way airfare to either the travelers’ host or home country. This is limited to \$100,000 per person per situation.</p>	Assistance Only	Assistance Only	
<p>Other Evacuation Assistance Services – In the event a traveler fees their personal safety is threatened, but the situation does not dictate a security or political evacuation and the traveler none-the-less wishes to be evacuated, MEDEX will assist on a best-effort basis in making evacuation arrangements. This may include flight arrangements, securing visas, and logistical arrangements such as ground transportation and housing.</p>	Assistance Only	Assistance Only	