



IF YOU HAVE EXTENDED HEALTH CARE BENEFITS WITH ASEBP, YOU ALSO HAVE ADDITIONAL COVERAGE FOR SPECIFIC EMERGENCY MEDICAL EXPENSES INCURRED WHILE YOU ARE TRAVELLING OUTSIDE OF CANADA.

AN EMERGENCY IS ANY UNEXPECTED OR LIFE THREATENING ACCIDENT OR ILLNESS, WHICH ARISES SUDDENLY AND REQUIRES IMMEDIATE MEDICAL ATTENTION.

Outside Canada Emergency Travel Benefits are automatically effective while you are out of the country. Your plan covers you for the reasonable and customary charges in excess of the amount paid by your provincial government health care coverage for emergency services only, which include:

- emergency travel assistance
- medical evacuation
- medical care, including surgery and semi-private hospital accommodation

(must be a public general active treatment hospital)

- dental pain relief
- other expenses

This coverage is effective from the time you cross the Canadian border (or the time your plane takes off) until you reach the Canadian border again (or when your plane lands).

If you have an emergency while outside Canada, contact the travel assistance service medical advisor within 24 hours. The number is listed on the back of this brochure and on the inside of your ASEBP ID card.

Your Health and Your Trip

It pays to be prepared when you travel.

Before you leave:

- Check with your health care provider. If you've had surgery, a stroke or heart attack, a bone fracture or other significant illness, your health care provider will advise when it is safe to travel and what precautions, if any, to take. High altitudes and severe air pollution may make your holiday a health risk if you have high blood pressure, anemia, respiratory or cardiac conditions
- Take care of routine dental and medical matters before you go
- Review immunization records and update them
- Carry medications in original containers, with typed labels, in your carry-on luggage. Wear your medical alert bracelet and take a first aid kit
- Check for any travel advisories or alerts for your destination at www.voyage.gc.ca

Remember that staying healthy while travelling is a matter of preparation and being attentive to cleanliness, insects, food, water and security. Bon voyage!

Emergency Access Numbers

Toll-free in Canada and USA: 1-888-772-2583

Toll-free in Europe: 00-800-4873-2583

In all other countries, or if you have any difficulties with toll-free numbers, call collect: 1-403-225-4289

Contact ASEBP

If you have any questions, contact an ASEBP benefit specialist:

780-431-4786 in Edmonton

Toll-Free: 1-877-431-4786 (within North America)

Email: benefits@asebp.ca



travelling
outside canada



Claim process

1. Contact the travel assistance service medical advisor (number listed on the back of this brochure or on the inside of your ASEBP ID card) if you have an emergency. Be prepared to quote your group and identification numbers as well as your travel plan number 679.
2. The advisor will verify eligibility of the claim and inform the appropriate health service providers that health coverage is in place and, where necessary, guarantee payment.
3. You (the covered member) will receive an invoice or receipt in the mail from the service provider(s).
4. Forward the original invoice or receipt to ASEBP along with the following:
 - patient's provincial health care number
 - English-language copy of diagnosis and details of services rendered
 - patient's ASEBP ID number
 - details of other health or travel coverage you may have
 - completed *Emergency Out-of-Country Claim* and *Alberta Health Services Insurance Claim Consent and Authorization* forms

Claim forms can be downloaded from the ASEBP website at www.asebp.ca.

Family coverage

All eligible dependants are covered by ASEBP Extended Health Care and have Outside Canada Emergency Travel

Benefits. **If one of your dependants travels outside Canada without you, make sure he or she has a copy of your ASEBP ID card and this brochure.**

If you have Extended Health Care coverage with ASEBP, you do not need to buy extra emergency travel coverage. However, cancellation and baggage insurance are not included. It is recommended that you purchase emergency travel coverage for any dependants not covered under your plan.

Coverage summary

This brochure contains only a summary of the coverage available. Refer to the Extended Health Benefit Guide on the ASEBP website for complete details about outside Canada Emergency Travel Benefits.

EMERGENCY TRAVEL ASSISTANCE

- assists in locating an appropriate recognized health care provider, clinic or hospital
- confirms coverage and, if necessary, coordinates payment to the hospital and/or recognized health care provider
- monitors medical treatment and keeps family members informed
- arranges transportation home, if medically permissible
- arranges transportation of a family member to the patient's bedside, or to identify the deceased

MEDICAL TRANSPORTATION

- eligible expenses for services of a professional ambulance, or for air transportation when ground transport is not in the best interest of the patient
- the cost of airfare to the patient's province of residence so the patient can receive immediate medical attention

MEDICAL CARE

- the cost of diagnostic services to identify the nature and extent of illness or injury
 - eligible expenses for semi-private hospital accommodation, nursing services, outpatient services, general medical expenses (including X-rays), physician and surgeon charges other miscellaneous expenses incurred by the patient
 - the cost of cremation or burial at place of death to a maximum of \$2,500 (cost of coffin is not covered)
- only expenses ordered by a recognized health care professional and provided by medical personnel, who are not relatives, will be covered
 - if you are admitted to a hospital, the travel assistance service medical advisor must be contacted within 24 hours-failure to do so may result in your claim being denied or delayed

OTHER BENEFITS

- airfare, as well as the extra costs of meals and accommodation (\$250 per day to a maximum of \$2,500), for a family member or friend to visit when the patient has been an in-patient for at least three days outside Canada and the attending doctor provides written verification that the situation requires a visit, or to identify the deceased
- the cost of preparing and transporting a deceased covered member or dependant to province of residence to a maximum of \$7,000
- ASEBP, in consultation with the attending doctor, reserves the right to transfer the patient to another hospital or return the patient to the province of residence; if the patient requires specialized or ongoing treatment, he or she may be required to return home for treatment (even if he or she must go on a waiting list)
- For more information on limitations, please refer to the online Extended Health Care Benefit Guide available on ASEBP's website.

For more information on ASEBP coverage while you are traveling outside of Canada, please refer to our website www.asebp.ca and use the search word "travel."

Limitations

- the patient (you or dependant) must be covered by a provincial health care plan
- an expense is considered to be incurred on the date the service or supply was provided; you must have active ASEBP Extended Health Care coverage at that time
- expenses are not covered when incurred in a country, region or city for which a formal travel advisory was issued. This rule applies only to expenses directly related to the reason that advisory was issued. For example, if the advisory is related to a pandemic and the reason emergency treatment is required is due to a pandemic, then expenses will not be covered. If, however, the advisory is related to a pandemic and emergency treatment is required due to a broken leg, expenses will be covered.

Certain expenses not covered under emergency travel assistance include:

- cancellation and baggage insurance
- expenses arising from travel booked or begun against medical advice
- travelling to another country to seek medical advice, treatment or surgery intentionally or incidentally, even if your doctor recommends it
- check-ups
- rehabilitation or ongoing care in connection with drugs, alcohol or any other substance abuse
- a rest cure or travel for health
- cosmetic treatment

Also not covered are expenses incurred as a result of:

- suicide, attempted suicide or self-inflicted injury
- abuse of medication, toxic substances, alcohol or non-prescription drugs
- driving a vehicle while impaired by drugs, toxic substances or an alcohol level of more than 80 milligrams in 100 millilitres of blood
- commission of or attempt to commit a criminal act as legislated in the local area
- illness or accidental injury due to an insurrection, war or act of war (declared or not) or the hostile action of the armed forces of any country, service in the armed forces, hijacking or terrorism, or participation in any riot, public confrontation, civil commotion or any other act of aggression
- specifics listed in the "Extended Health Care" section of the ASEBP Benefit Handbook and in the online benefit guide

Neither ASEBP nor the travel assistance service will be responsible for the availability, quality or results of any medical treatment or transportation, nor the failure to obtain medical treatment.