



Experienced clinical specialists managing the complexities of life-saving evacuations

Medical Evacuation is available 24 hours a day, 7 days a week for members who require evacuation services, either domestic or international. Our dedicated staff of clinical care coordinators has the knowledge and skills to verify benefits and eligibility coverage, identify the destination facility, select and coordinate with the air ambulance carrier, and negotiate with non-participating providers to minimize claims cost.

Clinical care coordinators are knowledgeable on U.S. Citizenship and Immigration Services, Department of Homeland Security, and U.S. Border Patrol requirements for incoming medical evacuation aircrafts at all U.S. international airports, as well as other countries' requirements for receiving a patient from abroad. Additionally, we communicate throughout the transport with all parties involved and refer cases to Case Management after the member has safely arrived at the destination facility. Advantages of the program include:

- Serves as a safety net by ensuring quality of care for members who have a medical emergency while traveling within the U.S. or internationally for work or personal reasons
- Matches a patient's needs and condition to the best method of transport, e.g., medical escort by commercial airline, air ambulance or medical transport
- Includes door-to-door service coordination and facilitation of pre-trip preparations and ground transportation services
- Offers Medical Escort to assist members traveling within or to the U.S. for non-critical care, members who are stable enough to fly on a commercial flight, expedited transplants and repatriation

Providing around-the-clock, worldwide evacuation services for
members in need

- Program Highlights -

Ensures quality of care for
members who have a medical
emergency while traveling
within the U.S. or internationally

Knowledgeable, experienced
clinical care coordinators
oversee the complex process,
relieving members and clients
of the required administrative
activities

Cost savings through
negotiations with the air
ambulance carrier and referrals
to a network facility and/or
negotiations for out-of-network
providers

Successful management of
more than 800 cases since 2007



ACCREDITED
CASE MANAGEMENT
DISEASE MANAGEMENT
HEALTH UTILIZATION
MANAGEMENT