

Departmental Guidelines for GlobalCare Enrollment for Business Travelers

GlobalCare provides a connection for faculty, staff, and their dependents to medical care while traveling outside of Ohio or the United States.

GlobalCare provides...

- Worldwide 24-hour access to medical professionals
- A registered nurse prepared to assist you with specific medical requests
- Worldwide medical care provider network
- Language interpretation for medical purposes, by telephone, in over 140 languages and dialects
- Pre-trip consultation for international trips
- Assistance with lost or stolen prescriptions
- Medically necessary cash advances to medical care provider, with proper prior approval from the university
- Air medical evacuation management
- Emergency notification of personal contacts
- Return of mortal remains to the city of your residence

GlobalCare does not...

- Provide services within the state of Ohio
- Pay expenses for medical care you receive
- Provide assistance in a non-emergency situation
- Provide assistance to travelers who are not enrolled in a university medical plan (unless traveling on university-sponsored business)
- Practice medicine nor diagnose medical conditions
- Recommend a specific physician nor represent the quality of medical care you will receive
- Provide direct control or direction over medical providers' practices

GlobalCare does not cover faculty, staff, and students who are not enrolled in a university-sponsored medical plan. However, access is available to those who are traveling on university business. In order to ensure that these individuals have access to quality medical care when traveling, especially outside the United States, departments may purchase these services for their faculty, staff, and students who are traveling on university business.

Note: Faculty, staff, and students who are enrolled in a university-sponsored medical plan are automatically covered by GlobalCare services and so it is not necessary to purchase these services separately.

ELIGIBILITY GUIDELINES

If the faculty, staff, or student employee is not covered under a university-sponsored medical plan and is traveling on university business—The department should purchase GlobalCare services for the employee to cover the length of travel outside of Ohio. The department should first verify with the Office of Human Resources that the traveler is not enrolled in a university medical plan. After this has been verified, the department should complete the GlobalCare Enrollment Form for University-Sponsored Business Travel. Submit a copy of the completed form to GlobalCare/MedEx (see information on the next page). The department must send payment directly to GlobalCare/MedEx with the completed *TravMed Global Application Form*. **Note:** The employee should notify the Integrated Disability office immediately if he or she is injured while traveling on university business.

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If the employee's spouse, dependent children, or same-sex domestic partner (university affidavit required) are not participants in a university-sponsored medical plan – the employee may purchase services for the dependents directly through GlobalCare/MedEx. The employee must submit the completed form and payment directly to Global Care. The department should not pay for the GlobalCare/MedEx services for the dependent(s) or domestic partner.

ENROLLMENT PROCESS

The completed *TravMed Global Application Form* should be faxed to GlobalCare/MedEx at least 30 days before the departure date. When the application has been processed, the traveler will receive the GlobalCare/MedEx information at the home or other requested address.

GlobalCare
c/o MedEx Insurance Services
P.O. Box 19056
Boston, MD 21284
1-800-732-5309
Fax: (410) 308-7905

SERVICES and PRICING

For individuals who are not covered under a university-sponsored medical plan and would like to purchase GlobalCare/MedEx services for travel outside the state of Ohio and the United States, please reference the TravMed Global Brochure, available online at hr.osu.edu/hrpubs/pubmenu.htm, for cover services and pricing:

CONTACT INFORMATION

Office of Human Resources
Integrated Disability
(614) 292-3439
Fax: (614) 688-8120

GlobalCare Services
6875 Shiloh Road East
Alpharetta, GA 30005-8372
1-800-860-1111
Fax: (678) 341-1800

OSU Managed Health Care
System (MHCS)
(614) 292-4700
1-800-678-6269