Ohio State Travel Assistance

Any individual enrolled in one of the university-sponsored medical plans automatically has access to Ohio State Travel Assistance services.

Contact Information

Ohio State Office of Human Resources
Customer Service Center:
614-292-1050

For more detail, visit:
hr.osu.edu/benefits/healthbenefits

For health care services outside of Ohio but within the U.S., contact GlobalCare, 1-866-807-6193.

For health care services outside the U.S., contact Red-pointWTP LLC at +1 415-484-4677 if calling outside the U.S./Canada or 1-855-516-5433 if calling within the U.S./Canada. See inside for an overview of services offered.

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**Services in the U.S. (outside Ohio)**

**provided by GlobalCare**

24-hour Access to Medical Professionals

When you contact GlobalCare, a Registered Nurse is prepared to assist you with specific medical requests. The nurse has access to multiple resources and will work with you to determine the nature, severity and urgency of the situation. This process is called medical triage and assessment.

Medical Care Referrals

If you need to see a doctor, visit a clinic or be admitted to a hospital, GlobalCare will refer you to the appropriate medical provider. Prior authorization (see osuhealthplan.com/benefit-plan-information) from OSU Health Plan may be required. If you have a medical emergency that requires immediate medical assistance, please dial 911 or go to the nearest emergency room. You should also notify OSU Health Plan if a medical provider is seen.

Advantages of Using GlobalCare Participating Providers

If you use a GlobalCare participating provider (see the back of the Ohio State Travel Assistance card), the provider is typically contracted at a negotiated rate which can reduce your out-of-pocket expenses. Participating providers will submit claims to your medical plan, saving you paperwork. In addition, participating providers have been screened and credentialed.

GlobalCare does not:

- Provide referral services within the state of Ohio or outside the United States
- Administer plan benefits
- Determine eligibility
- Pay expenses for medical care
- Practice medicine or diagnose medical conditions
- Represent the quality of medical care that you will receive
- Provide direct control or direction over medical providers’ practices

**Services Outside the U.S.**

**provided by Redpoint**

24-hour Access to Medical Professionals

When you contact Redpoint, you will receive direct and immediate access to medical and security experts. Operating with medical advisory support from world-class physicians, Redpoint delivers services and features from basic to unique emergency travel services.

Additional Services Include (but are not limited to):

- Medical evacuation
- Transportation to the nearest appropriate medical center
- Medically necessary repatriation
- Mortal remains repatriation
- Assistance recovering lost or stolen luggage, medications, eyeglasses, wallets or other important documents
- ID theft assistance while traveling
- Dental, legal and bail bond referrals
- Emergency message relay and counseling
- Online pre-trip resources: security and crime alerts, political instability alerts, passport and visa information

100 Miles or More from Home

Additional services provided by Redpoint when traveling 100 or more miles from home include:

- Medical Evacuation
- Mortal Remains Repatriation

What to take with you when traveling

- Medical/prescription identification card, so that a doctor or hospital can verify your medical coverage. Note: Medical care providers are not required to accept your insurance coverage and generally do not outside the United States.
- Ohio State Travel Assistance card for 24-hour medical assistance. Printable travel cards can be found at hr.osu.edu/benefits.
- Extra eyewear, if you wear corrective lenses, take two sets of glasses or contacts with you if possible.
- Prescription medication, if you are taking prescription drugs, be sure to have enough to last for the entire trip. If you are enrolled in an Ohio State medical/prescription drug plan and need an authorization to obtain an extra refill before traveling, contact OSU Health Plan at 614-292-4700.

Be aware of your responsibilities

- You are responsible for any out-of-pocket expenses such as deductibles, copayments, and coinsurance in accordance with your medical plan provisions. Ohio State’s network medical plans provide benefits for emergency and urgent care only outside Ohio.
- If you do not have university-provided medical coverage, you should verify coverage through your insurance company.
- If you are required to pay for services, request an itemized bill or receipt that describes the services provided.

For a complete list of all available Redpoint services, resources and the Terms of Service visit LifeBenefits.com/travel.

**Present this card in conjunction with your OSU ID Card**

When traveling or residing outside Ohio — and within the US, contact GlobalCare for assistance in directing you to the appropriate provider or to speak with a Registered Nurse about your medical concerns.

Call 1-866-807-6193

When outside of Ohio and within the US the networks below are available for access in the respective states.

- cofinity.net
- healthsmart.com
- encoreconnect.com
- multiplan.com

All other states
**Services in the U.S. (outside Ohio)**  
PROVIDED BY GLOBALCARE

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PROVIDED BY REDPOINT

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- Extra eyewear, if you wear corrective lenses, take two sets of glasses or contacts with you if possible.
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