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/travel-assistance

For health care services outside of Ohio call 614-292-4700 or 800-678-6269, option 6.

See inside for an overview of services offered.
Services in the U.S. (outside Ohio) 
PROVIDED BY ZELIS

Medical Care Referrals
If you need to see a doctor, visit a clinic or be admitted to a hospital, Zelis 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.

Note: Calls outside the hours of operation for Zelis will automatically be forwarded to and serviced by Redpoint.

Advantages of Using Zelis Participating Providers
If you use a Zelis 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.

Zelis 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
• Medical Evacuation
• 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.

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

- cofinity.net
- eHealthSmart.com
- encoreconnect.com
- multiplan.com
- PHCS

When outside of Ohio and within the US the networks below are available for access in the respective states:
- CO, MI
- WV
- IN
- All other states