International Travel Emergency Assistance

The University of Texas System has contracted with International SOS to provide worldwide travel emergency assistance and evacuation services to UT System components. The program is available to all University of Texas Medical Branch (UTMB) employees and students traveling to International destinations on University business. International destinations include Canada, Mexico, and Puerto Rico. The program is available at no cost to the traveler or the traveler’s department.

International SOS is a comprehensive, 24-hour medical response organization that provides international assistance services. These services range from telephone advice and referrals to full-scale evacuation by private air ambulance. The SOS network of multilingual specialists operates 24 hours a day, 365 days a year from SOS Alarm Centers around the world. Your SOS membership, provided by the University, protects you against a variety of difficulties that could arise while you are abroad. The coverage is designed to supplement the policies, procedures and support that the University Of Texas Medical Branch (UTMB) already has in place. SOS is not medical insurance coverage, but they will coordinate with care providers abroad and your insurance company in the United States to help you find the right providers and make sure you have proper proof of payment.

Prior to your departure to an international destination on University business, you must complete a few steps.

1. First, you must register your trip information with International SOS. Information on “How to Enter Travel Data” is located on the next page. This critical information allows UTMB and SOS designated staff to locate you in the event of a crisis or emergency situation of which you need to be aware.

2. Next, you need to print your membership card. Instructions on how to receive a plastic or paper copy are also outlined on the next page. This card has your UTMB member number on it, along with the numbers to the main SOS Centers and should be carried with you at all times while traveling.

3. Finally it is recommended that you take advantage of the Country Guides and other tools located on the website.

To learn more about International SOS, look up emergency contact numbers, answers to frequently asked questions (FAQ), program benefits, and general travel information, please click on www.internationalsos.com. Enter the membership number as your member login (see next page) to access the UT System page.

Click on Foreign Coverage Quick Reference to obtain a summary overview of International SOS and UT Select Coverage.

If you have questions about the International Travel Emergency Assistance program, or would like to obtain a plastic International SOS membership card, please contact Corlene Johnson at cljohnson@utmb.edu or (409) 747-7949. You may also contact Ken Hall at kwhall@utmb.edu or (409) 747-7952.
HOW TO ENTER TRAVEL DATA:

1. Access the International SOS web page (www.internationalsos.com) and enter UT membership number (11BSGC000037) in members’ login section on the top right side of the page.

2. The University of Texas / International SOS home page will display; scroll to the fourth paragraph and click on “CLICK here to access your Personal Travel Record!”

3. Follow the prompts to register information about your travel itinerary. Transportation (e.g. air, car, train, bus) should be entered in the section labeled “Travel” and information regarding lodging (e.g. hotel, private residence) should be entered in the section labeled “Stay.”

**IMPORTANT – Make sure to include your institution name (e.g. UTMB) in the Additional Info box located on the “Travel” and “Stay” information pages.

4. Review information and modify if necessary

5. When complete, click on “Save Trip” and “Submit”

6. If you make changes to your travel plans, start the process over, label your trip with a new name and complete the trip information.

7. On the International SOS / UT System home page, click on the links on the right-hand side of the web page to obtain travel advisory and country guide information.

HOW TO RECEIVE A MEMBERSHIP CARD:

For a paper card:
1. Access the International SOS web page (www.internationalsos.com) and enter UT membership number (11BSGC000037) in members’ login section on the top right side of the page.
2. The University of Texas / International SOS home page will display; scroll to the bottom of the page and click on “Print Card”

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