As an HTH member, you are eligible for Global Health and Safety Services 24 hours a day, 365 days a year.

**What to do in the event of a medical emergency**

Members should go immediately to the nearest physician or hospital and then contact HTH’s Call Center:

- Toll Free Inside the U.S.: 1.800.257.4823
- globalhealth@hthworldwide.com

**What to do if you need to see a doctor**

Contact HTH’s Call Center to schedule your appointment and arrange for direct payment to one of our doctors:

- Toll Free Inside the U.S.: 1.800.257.4823
- globalhealth@hthworldwide.com

**Making an appointment with a physician:** Contact HTH’s Global Health and Safety team to make an appointment for you. If you make your own appointment, contact Global Health & Safety at least 24 hours prior to your appointment to provide the doctor’s office with a “guarantee of payment.” In many countries providers require this at the time of the visit. If this is not arranged prior to the visit, the physician may require payment up front from you.

**Follow-up appointments:** If your physician recommends a follow-up consultation, 48 hours advance notification to HTH Worldwide is needed in order to coordinate this appointment and arrange payment. To request these services, please contact Global Health and Safety globalhealth@hthworldwide.com or +1.610.254.8771.

**HTH Provider Community**

HTH members receive care from health professionals who are English-speaking, Western-trained and have a formal business relationship with HTH.

**Emergency Evacuation and Centers of Excellence**

HTH Worldwide maintains a 24/7 call center to assist members with everything from routine requests to medical emergencies. HTH coordinates emergency services with a worldwide network of Physician Advisors. Members in need of life-saving medical intervention are treated in Centers of Excellence in the U.S. and around the world.

**Well Prepared Profile**

Members are encouraged to plan for their medical needs before embarking on study abroad programs by updating personalized web pages in the Global Health and Safety database. These pages address potential health issues and allow HTH to arrange doctor appointments for members, set up direct pay for the services received and suggest treatment alternatives as necessary.

**mPassport**

HTH offers a number of global health resources designed to promote personal safety by giving members convenient mobile and internet access to these options:

- Choose from over 5,450 selected, English speaking doctors in 182 countries.
- Find selected hospitals and clinics in over 1,400 destinations.
- Search notable pharmacies in over 500 international destinations.
- Translate medication brand names and key medical terms and phrases.
- Receive personalized health and safety alerts via text message or email.
**Member Services**

In case of serious injury or illness contact HTH to:
- Facilitate hospital admissions for emergency care
- Arrange emergency evacuation services

To get the medical care you need, contact HTH to:
- Schedule an appointment with a qualified doctor, dentist or behavioral health professional
- Explain insurance benefits and coordinate direct payments to hospitals and doctors
- Monitor inpatient and outpatient care
- Help you fill prescriptions locally or receive prescription pharmaceuticals while abroad
- Help you replace corrective lenses or medical devices or equipment
- Arrange transportation, escorts, accommodations and visas for medical treatment

To help you manage expected and unexpected medical needs, HTH enables you to:
- Understand health and security risks in your destination
- Select an English-speaking doctor with proper training and credentials
- Identify the best hospitals in your destination
- Make contingency plans to leave a medically underserved area
- Understand treatment options
- Translate brand names of drugs, medical terms and phrases
- Communicate with family members and your organization during a crisis

To meet your special needs, HTH will:
- Coordinate personalized security consultations for specific destinations
- Make referrals for legal assistance
- Arrange repatriation of mortal remains
- Coordinate emergency cash transfers
- Coordinate passport replacement

**Internet Resources**

HTH Worldwide’s unique **Global Health and Safety Resources** give travelers the medical information and assistance services they need to travel safely. These databases and tools are available through the internet or personal hand-held mobile devices via **mPassport**.

**Doctor and Hospital Profiles** Search the database of profiled HTH doctors and facilities in the HTH contracted community.

**Brand Name Drug Translation Guides** Find the country-specific brand name under which common prescription and over-the-counter medications are sold.

**Medical Phrase and Term Translation Guides** Translate idiomatic healthcare terms (“hay fever”, “CAT scan”) and critical healthcare phrases (“When can I travel?”) in six common languages.

**CityHealth Profiles®** Learn critical information about healthcare services in the world’s most popular destinations including emergency phone numbers, high quality hospitals, vaccination requirements, pharmacy information and more.

**Security Profiles** – Peruse up-to-date country level information about political climate and communication infrastructure. This is done at city level and focuses on the prevalence of crime and terrorism and on the reliability of police, hotels and transportation.

**Health and Safety Alerts** – Read alerts that include articles relaying tips on national healthcare systems abroad and healthy travel practices, as well as warnings on health hazards and disease outbreaks around the world. These alerts can be customized, regionalized and personalized.

For a valuable source of timely insights on safe and healthy travel, visit [www.healthytravelblog.com](http://www.healthytravelblog.com)

For more information visit [www.hthstudents.com](http://www.hthstudents.com)
GeoBlue: Global. Local. Mobile.

With the GeoBlue® mobile app, world travelers have convenient access to the best local doctors, hospitals and resources anywhere in the world.

Features

- Search providers for medical, dental, or mental health care and map them using GPS technology*.
- Arrange Direct Pay for future appointments to secure cashless access to care.
- Access issued guarantees of payment to view and share with doctors and hospitals.
- File a claim by entering information or sending a photo of a completed form.**
- Find a medication's availability, generic name, and local brand name.
- Translate medical terms and phrases for many symptoms and situations; use the audio feature to play the translation.
- Display an ID Card on a smart phone and email/fax a copy directly to provider’s office.
- View country or city profiles on crime, terrorism and natural disasters.

Get Started

Download the app and login using your username and password from geobluestudents.com or register as a new user through the app using information from your ID card.

* Kindle device does not support mapping options.
** Available for long-term plans only

Questions? Please email customerservice@geo-blue.com.
GeoBlue pays the provider directly, so the member doesn’t have to pay out of pocket and submit a claim.

**Direct Pay**

REQUEST DIRECT PAY quickly and conveniently using any of these methods:

- **APP**
- **WEB**
- **EMAIL**
- **PHONE**

GeoBlue pays the provider directly, so the member doesn’t have to pay out of pocket and submit a claim.

**Innovative Technology**

- **Find** providers, hospitals and pharmacies
- **Review** Guarantees of Payment
- **View** country or city profiles on crime, terrorism and natural disasters
- **Display** ID card and email/fax to providers as necessary
- **Arrange** Direct Pay
- **Translate** medications and medical term/phrases
- **File a Claim**
- **Receive** daily alerts detailing the latest security and health issues in a specific destination

**Medical Assistance and Customer Service**

**Assisting with all types of medical concerns:**

- **EXPECTED AND UNEXPECTED**
- **SECOND OPINIONS**
- **CHRONIC CARE SUPPORT**

**GeoBlue’s concierge-level, multi-lingual, in-house** medical assistance and customer service teams are available 24/7/365 and scheduled to support the variety of time zones our members are in.

Experience coordinating medical evacuations in over 100 countries including:

- **BAHRAIN**
- **EQUATORIAL GUINEA**
- **PAPUA NEW GUINEA**
- **YEMEN**

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GeoBlue is the trade name of Worldwide Insurance Services, LLC, an independent licensee of the Blue Cross and Blue Shield Association. Made available in cooperation with Blue Cross and Blue Shield companies in select service areas.

Visit [geobluestudents.com](http://geobluestudents.com)