Welcome to On Call International! Belmont University’s Tokio Marine HCCMIS BTA insurance policy includes assistance services that provide access to immediate support for eligible travelers when on a school related trip. On Call International is the Assistance Services Administrator for the BTA insurance policy.

On Call International is a travel, medical and security assistance company and the services arranged by On Call are not insurance benefits. Transportation expenses incurred, and guarantees of payment made, by On Call may be for expenses that are covered by your travel insurance policy. Coverage is not guaranteed and is subject to the terms, conditions, and exclusions in the policy. While your insurance policy is intended to cover many expenses related to unforeseen accident, illness, or other travel emergencies, expenses not covered by the insurance coverages in your plan may ultimately become your responsibility. It is recommended that all travelers review their insurance documents to understand eligibility requirements and benefits prior to travel.

How can On Call International help?
You can contact the On Call International 24/7 Global Response Center from anywhere in the world to reach an assistance coordinator who is ready to help you with your crisis, no matter how big or small. You will be connected directly with an Assistance Coordinator ready to assist you with your inquiry or problem. On Call provides you with a resource experienced in navigating through any crisis and making sure you can continue your trip or get home safely. On Call assists during critical emergencies such as illness or injury or during a political or natural disaster event that may threaten your safety. On Call also assists with smaller problems you may not realize you have a resource for.

ID CARD:

**Organization Name**
Belmont University

**Plan Type**
Medical, Travel and Security Assistance Services as offered in the Tokio Marine HCCMIS BTA Policy

If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day:

- Call collect from anywhere in the world: +1 603-328-1964
- Call toll free from US or Canada: 1-866-930-9905

See your Plan Description for full terms and conditions of the services and benefits offered in your plan.
Adding On Call to Your Phone Contacts

Did you know that some smart phone operating systems are now automatically sending any calls from numbers they don’t recognize to voicemail without any notification to the user? This is to reduce spam calls for their customers, but it could have a negative effect when you are trying to get help abroad. So take a moment to complete this simple pre-trip step to ensure you are best prepared for your international travel.

How To: Most smartphone have a QR scanner in the phone – just open your camera and point it at the code. If you do not have a scanner, simply send a text message to 444-999 that says OnCallBelmont.

This will give you a link to download a digital contact card pre-loaded with On Call’s detailed contact and plan information. This is not an app - it will simply add a pre-loaded contact in your phone’s native contact app. Taking this step not only ensures that you’ll have On Call info should you need it, but also that you will recognize when On Call is contacting you.

Helpful Information

✓ If you have access to a landline, ask the operator to connect you to On Call and reverse the charges; On Call accepts all collect calls.
✓ If you are utilizing a mobile phone and have any issues making an international call, you can email the Global Response Center as an alternative to request assistance, or a return call.
✓ Contact On Call for payment and arrangement of all Services, services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.
✓ On Call is not a first responder If you are in a true emergency and need help getting to a medical facility, dial the country’s equivalent to 9-1-1 to get local response.

IMPORTANT

It is important to note that while On Call will always attempt a referral to a facility that accepts a guarantee of our payment so that we can facilitate your medical expenses, ultimately whether they are willing to take it or not is up to them and this can change at any time. If a guarantee is declined, as a secondary measure On Call will attempt payment with a credit card over the phone or a wire transfer however not all facilities will allow this. For this reason, as part of your pre-trip preparation for international travel, it is important you try to prepare to pay out of pocket for urgent medical care, or to place a deposit for a hospitalization in an emergency. While On Call will make every effort to avoid this, it always remains a possibility when traveling internationally.

Additionally, if you have a pre-existing medical condition that may require specialty care, or are taking prescriptions, contact On Call when planning your trip to be sure the medical resources you may need are available in your destination.