

## Traveler Pre-Trip Reference Guide

On Call International provides medical and security assistance for travelers while abroad. Contact On Call for worldwide medical, security, travel and emergency services. The program and contact information may be found in the [On Call Plan ID and Summary](#) as well as at the end of this document. On Call International assists with critical medical or safety emergencies that may require evacuation, but they can also help you resolve non-critical travel problems, such as coordinating prescription replacement, lost luggage, or a referral to the embassy to replace lost travel documents. When in doubt, if you need assistance while abroad, contact On Call. They are available 24 hours per day via phone, text, email, or live chat. If using a landline, you may request to reverse the charges as On Call accepts all collect calls.

Texas State University's Policy Group ID number for On Call is: **G200408**. You may need to reference this number in calls, texts, emails, or chats with the Global Response Center, whose number is on the Plan ID card at the link above. The Plan ID card should be with you at all times when traveling internationally so you have all the required information should you need to contact On Call. To obtain a Plan ID Card to carry with you, visit the [On Call Plan ID Card](#) link.

Please remember the following pre-trip requirements and tips:

### Before departure:

- Trips booked through one of the university's travel agencies are automatically forwarded to On Call by the agency. If your trip was paid personally or by a third party, forward your travel itinerary to [tsustrips@oncallinternational.com](mailto:tsustrips@oncallinternational.com) to register your trip with On Call. On Call utilizes Stabilitas, a system for travel monitoring and critical event intelligence. Three things will occur:
  1. Dependent upon the risk rating of your destination, you may receive a pre-travel advisory email with standing health and safety advice.
  2. You will be registered to receive critical incident alerts via email if any are issued for your destination shortly before your trip, or while you are traveling.
  3. You will be registered to use the Stabilitas Go application and receive an invitation via email to download it.
- If traveling abroad, ensure the On Call plan information and contact information is stored in the easiest place to reference it – your phone. Take the following two steps:
  1. View the [Global Assistance & Insurance Program](#) guide from your phone and follow the prompts to save it to your home screen. This will give you a tile on your phone that opens a pdf of the plan ID and summary.
  2. Visit the [24/7 Global Assistance Plan for TSUS](#) page from your phone and follow the prompts to download. This will create a contact pre-loaded with all the On Call contact information in your phone's native contact app.

### During your trip:

- Watch for ALERTS and what to expect if a situation occurs at your destination. With the Stabilitas Go app, you'll receive these on your phone rather than just via email.

- If you are utilizing a mobile phone and have any issues making an outgoing international call, you can Live Chat, email, or text On Call as an alternative to request assistance.
- Contact On Call for payment and arrangement of all Services that involve transportation arrangements. **Note:** these 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 911 to get local response.
- If traveling domestically, call 911 or your medical provider in the event of an emergency. You will not call On Call for domestic issues.

If you need medical, security, or travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day.

To call collect from anywhere in the world: 1-603-328-1901

To call toll free from the US or Canada: 1-855-226-8499

Email: [mail@oncallinternational.com](mailto:mail@oncallinternational.com)

Text Only: (603) 945-0103

Live Chat: <https://www.oncallinternational.com/chat/direct>