

Traveler Pre-Trip Reference Guide

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

Texas State University's Policy Group ID number for On Call is **21NT06782**. 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.

Before Departure:

- Trips booked through the university's travel agency are automatically forwarded to On Call. If your trip was paid personally or by a third party, forward your travel itinerary to tsustrips@oncallinternational.com to register your trip with On Call. On Call utilizes OnSolve 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 OnSolve application and receive a download invitation via email.
- 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, adding a tile 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 Travel:

- 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. Do not contact On Call for domestic issues.

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

Collect Worldwide: 1-603-328-1901 | Toll Free US/Canada: 1-855-226-8499 | Text Only: (603) 945-0103
Email: mail@oncallinternational.com | Live Chat: <https://www.oncallinternational.com/chat/direct>