



# TCU's Global Assistance Program

With Accident, Illness and Travel Insurance Coverage

## 24/7 Global Response Center

Call: +1 603-952-2062

Text: 603-945-0103

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



Texas Christian University has partnered with On Call International to provide a Global Assistance Service and Insurance Plan that responds to critical medical or safety emergencies, as well as non-critical day to day travel problems. All TCU Students, Faculty & Staff are covered while traveling outside the United States on TCU programs or business.

## Accessing Medical Care

On Call can assist in identifying a provider.

- If you need minor medical care, be prepared to pay up front. Obtain care, then submit a claim for reimbursement.
- If preferred, contact On Call to make an appointment and to prepay for your medical services. Allow at least 24 hours for scheduling.
- If you have a CRITICAL emergency, dial your country's 911 equivalent, proceed to the closest ER, and contact On Call as soon as possible for pre-certification of medical expenses.

## On Call's Global Assistance Services

- Emergency Medical Evacuation / Repatriation
- In and Out-Patient Medical Expenses
- Medical, Dental and Pharmacy Referrals
- 24-Hour Nurse Help Line
- Prescription Replacement Assistance
- Security Advice and Recommendations
- Political or Natural Disaster Evacuation
- Emergency Travel Arrangements
- Translation / Interpretation Services
- Emergency Travel Funds Assistance
- Lost Luggage Assistance
- Legal Consultation and Referral
- Lost / Stolen Travel Document Assistance

## Submitting A Claim for Reimbursement

- ◇ Request claim form from [contact@oncallinternational.com](mailto:contact@oncallinternational.com)
- ◇ Submit to [claims@oncallinternational.com](mailto:claims@oncallinternational.com)

...AND MUCH MORE

Visit [TCU.mysearchlightportal.com](http://TCU.mysearchlightportal.com) to find helpful plan and destination information. Use TCU's Searchlight Group ID: 100000CPPD16.

✂ Print and Carry This Card



## TCU's Global Assistance Program

If you need Medical, Security, or Travel Assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day from anywhere in the world:

**Program Name:** Texas Christian University  
**Call:** +1 603-952-2062  
**Text:** 603-945-0103  
**Policy Number:** G600222  
**Email:** [mail@oncallinternational.com](mailto:mail@oncallinternational.com)



## TCU Contact Information

### Center for International Studies

Call: +1 817-257-7473

Email: [studyabroad@tcu.edu](mailto:studyabroad@tcu.edu)

### Emergency Contacts

Call TCU Police: +1 817-257-7777

If phones are not working, email [emergencyabroad@tcu.edu](mailto:emergencyabroad@tcu.edu)

