

## **Accidents/Emergencies and Submitting a Claim**

- **Please notify the Global Mission Mobilization Office and the responsible Regional Office of any hospitalizations or medical evacuation/repatriation!** The individual or team is responsible for all fees at time of treatment.

[Please note that most countries will insist you make payment at the time of treatment. For any amounts under \$500.00 USD, the individual or team is expected to cover these charges. For larger sums, the Field or Regional office may be able to assist with payment.]

- If an individual starts to exhibit symptoms of an illness, they need to be seen by a physician or local healthcare provider **prior to leaving the field**. The attending physician will need to provide signed documentation. Attach the signed documentation to the **Accident & Sickness Claim Form**. This signed documentation must include:
  - the patient's name
  - diagnosis
  - type of treatment
  - date of service
  - charges made by the provider for services rendered.
- The individual will also need to **fill out and sign** their portion (**Part A**) of the **Accident & Sickness Claim Form**. This form must be submitted to the World Mission Mobilization Office with the corresponding receipts in order for the insurance company to process the claim. The address is:  
GLOBAL MOBILIZATION OFFICE  
17001 Prairie Star Parkway  
Lenexa, KS 66220
- Written notice of a claim must be submitted to the Global Mission Mobilization Office as soon as possible so that the insurance company can be notified. **One Accident & Sickness Claim Form is needed for each accident and/or sickness** or the claim cannot be processed.
- The insurance company will cover continued treatment back in the home country **if the individual was seen by a physician prior to leaving the field** where they were serving/visiting. This continued coverage is available for up to 26 weeks to the coverage maximum of the policy.
- Insurance questions can be directed to the Global Mission Mobilization Office by calling 913-577-0500 x 2962, e-mail [missioncorps@nazarene.org](mailto:missioncorps@nazarene.org) or 913-577-0500 x 2963, e-mail [wmmw@nazarene.org](mailto:wmmw@nazarene.org).

## **Emergency Contact Information**

**If at any time an individual is hospitalized contact the Mobilization Office as soon as possible at: 913-577-0500 x 2959 or 2330.**

- **Non-Business Hours** – Emergency Contact: **Greg Taylor – (816) 726-2511**  
Alternate Numbers if needed: (816) 699-5420 – Work & Witness  
(816) 716-2328 – Mission Corps

**If at any time an individual needs medical evacuation, security evacuation or repatriation the insurance company **AIG** must be contacted before any arrangements are made. The number to use is: 0-713-267-2525**

**Then immediately contact the Mobilization Office at: 913-577-0500 x 2959 or 2330.**

Additional Information:

## AIG ASSISTANCE SERVICES

The following services are available on a 24-hour basis.

- **Medical Assistance:** includes locating medical facilities, physicians; verify insurance coverage; communicating with family members and personal physician.
- **Legal Assistance:** Legal council is available to any covered traveler who may be arrested for a non-criminal action. Other legal services, which include finding English-speaking attorneys or replacing lost or stolen documents, are also available.
- **Emergency Medical Evacuation/Repatriation Services:** Qualified physicians are on hand 24 hours a day to consult with local attending physicians, ensuring proper medical treatment. Should evacuation to an alternative medical facility be deemed medically necessary, arrangements will be made for air and land transportation, including passage on an air ambulance, by a qualified staff member. A qualified staff member will also make arrangements for the repatriation of the deceased.

**\*Note: Before obtaining MEDICAL EVACUATION, SECURITY EVACUATION or REPATRIATION Assistance, call the number listed below. These benefits must have prior approval and be facilitated by an AIG representative. If you choose to make your own arrangements, AIG could deny any claim that is submitted for payment.**

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011-713-267-2525  
(If necessary, call collect)

Should you find it necessary to call for any assistance you will need to supply the following information:

Insured with: **AIG INTERNATIONAL SERVICES, INC.**

POLICY NUMBER: **1190-901 84 67-A**

GROUP: **Church of the Nazarene**