

## COVID-19 and Your Travel MedEvac Plans

During these challenging and unprecedented times, please rest assured that Travel MedEvac stands ready to assist you. We understand you may have questions about how worldwide medical and travel restrictions affect your plan, so we're sharing the relevant information below. This is being provided as of May 18, 2020 and subject to change as we are in a rapidly developing environment.

Travel MedEvac and our assistance partners are monitoring the regulations and updates from a variety of sources including the [U.S. Department of State](#), [Centers for Disease Control and Prevention](#), [U.S. Customs and Border Protection](#), and the [Government of Canada](#) as well as others that might impact service in the U.S. and/or other countries where you may be located.

While Travel MedEvac's Evacuation and Emergency Medical plans issued after January 2018\* do not specifically exclude coverage for COVID 19, governmental and regulatory restrictions can prevent a transport., Due to these current restrictions, Travel MedEvac is extremely limited in our ability to arrange transport for anyone diagnosed or potentially infected with COVID-19.

*\* Please Note: Terms contained in multi-year membership plans issued prior to January 2018, limit services due to infectious disease.*

Please see all Terms & Conditions of your specific Travel MedEvac Plan for details on services/coverages provided and restrictions. These points are a general overview of our medical evacuation plans at-a-glance and not an interpretation of coverage:

- Travel MedEvac plans are designed to provide emergency medical transport from the hospital where you are first admitted, to your home hospital of choice, when a complete medical assessment determines an emergency evacuation is warranted.
- The medical assessment will also determine if/when the patient is stable enough to be transported.
- Prior to transport, the receiving hospital must agree to accept the patient from both medical and financial perspectives, as well as available bed space.
- The Plan Holder and the aircraft/crew must meet the various Aviation, Customs and Medical regulations of both the sending and receiving governmental jurisdictions.

### Answers to frequently asked questions regarding COVID-19:

*Q. Can I be transported if I have COVID-19?*

A. Due to governmental and regulatory restrictions, Travel MedEvac is extremely limited in our ability to arrange transport for anyone diagnosed or potentially infected with COVID-19. Patients with, or displaying symptoms of, COVID-19 may not be eligible for transport until tested negative for the virus. *(Plans issued prior to January 2018 have infectious disease limitations.)*

*Q. Can I be transported for an illness or injury unrelated to COVID-19, if deemed medically warranted?*

A. Once a determination is made that the Plan Holder is medically eligible for transport, there are still several steps required before a transport can take place:

1. The receiving hospital must approve the Plan Holder for inpatient treatment.
2. The Plan Holder is determined to be medically stable enough for transport.
3. The Plan Holder has the required Customs documents and all medical requirements are met for the departure/arrival countries.
4. The flight is compliant with all foreign and domestic regulatory agencies (e.g., FAA, CDC, State Dept).
5. If the Plan Holder has been diagnosed with or displays symptoms of COVID-19, they may need to test negative before a transport can be initiated.

*Q. If I purchased optional Emergency Accident & Sickness Medical coverage, is COVID 19 excluded?*

A. *Medical expenses related to COVID 19 are not excluded should you have a covered loss.*

*Q. What does Travel MedEvac suggest I do if I am currently abroad or considering travel in the future when restrictions and advisories allow?*

A. Travel MedEvac always recommends you adhere to all governmental health and travel advisories, follow the advice of your physician, and always travel within your individual risk tolerance.

Thank you for trusting Travel MedEvac with your emergency medical evacuation protection and as always please contact us at any time with questions.

Safe travels,

Your Travel MedEvac Team