CHUBB®

Pre-Departure Support for International Travel



The University of California has partnered with Chubb to provide eligible students and employees with travel insurance coverage. Included with your policy is 24/7 global emergency assistance from AXA Assistance, covering travel, medical, and security support no matter where your program takes you.

Together, Chubb and AXA ensure you're protected on two fronts: the insurance coverage you need and real-time human assistance to help you navigate issues or emergencies. Read on to learn how to prepare your medications, manage coordination of care, and reach assistance when it matters most.

Taking Prescription Medications Abroad

Traveling internationally with prescription medications requires careful planning. Medication availability, prescribing practices, and country-specific regulations vary around the world. Preparing in advance can help reduce unexpected challenges of accessing the medications you rely on throughout your trip.

Without proper planning, travelers may:

- Find that their medication is unavailable at their destination
- Discover too late their medication is subject to country-specific restrictions or documentation requirements
- Need to switch to a different medication unexpectedly
- Have to visit a local healthcare provider before medication can be prescribed or dispensed.

Some prescription medications are considered controlled substances and are subject to stricter regulations in many countries. These include, but are not limited to, medications used to treat ADHD, narcolepsy, anxiety, insomnia, seizure disorders, and certain pain conditions. Requirements vary by destination and may include additional documentation, quantity limits, permits, or restrictions on bringing these medications into the country.

To help travelers prepare, AXA researches destination-specific medication information and provides guidance on availability, local requirements, healthcare resources, and the steps needed to travel with greater confidence.

Coordination of Care Planning

AXA can also find local healthcare providers to continue the care you need while abroad for pre-existing conditions. This may include connecting travelers with general practitioners for referrals to specialists, physical therapy, infusions, etc. AXA can research and describe the steps to follow to access the treatment you need in your destination.

When to Contact AXA Travel Assistance

Students and employees should contact AXA before departure if they:

- Will require ongoing treatment for a pre-existing condition during the time abroad
- Take medications that may be subject to country-specific restrictions, including certain ADHD, anxiety, sleep, seizure, or pain medications
- Will be traveling longer than their current medication supply or may need a prescription refill during their trip
- Are traveling to a remote or developing region where medication availability may be limited
- Take multiple prescription medications that may require additional coordination while abroad

We recommend contacting AXA two to three months before departure to allow sufficient time to research your destination and identify any potential concerns before travel. For example, if your medication is illegal or not available for purchase in your destination, you will need time to discuss appropriate alternatives with your prescribing physician and begin a new medication with time to identify whether there are any negative side effects that may make the new medication undesirable.

How We Can Help

After reviewing your current treatment, medication, and destination, AXA will provide guidance that may include:

- Whether your medication is available at your destination
- Country-specific requirements or restrictions that may affect your medication
- Information to help you prepare before departure
- Local healthcare provider referral options should medical care become necessary while abroad

If your medication is not available in your destination, AXA will advise you so you can discuss appropriate alternatives with your prescribing physician. AXA cannot recommend or prescribe substitute medications.

If your medication is available in your destination and you will require a refill during your trip, AXA can explain the documentation required and help identify a local healthcare provider. Please note that prescriptions issued in the US are generally not accepted outside the US, and a local medical evaluation by a general practitioner and/or a specialist may be required before a prescription can be issued.

Contact Us for Support

To begin the medication and/or Coordination of Care review process, contact AXA two to three months before your departure date.

Email: medassist-usa@axa-assistance.us
Within the US: 1.855.327.1420
Outside the US: 1.630.694.9804

Please have the following information available:

- Full name
- Date of birth
- Insurance policy number
  - UCEAP: N04834823
  - Student Off-Campus: N04223822
  - UC Employee BTA: N04223810
  - Personal Travel: N04952029
  - Extension of Study Abroad: N04951980
- Destination city and country
- Destination lodging address (if known)
- Travel dates
- Medication name(s), dosage(s), and frequency(ies)
- Current prescription supply (30-day, 90-day, etc.)

This document provides you with a brief outline of the services available to you. Services are not insured benefits. Reimbursement for covered expenses is limited to the terms and conditions of the policy under which you are insured.

Travel assistance, medical assistance, and related assistance services are not insurance, and are offered and administered by AXA Assistance USA, Inc. Services will be provided if permitted under applicable law. AXA Partners US operates as AXA Assistance USA, Inc. AXA Assistance cannot guarantee the availability of assistance services everywhere or under all conditions, as there may be times when circumstances beyond AXA's control hinder its endeavors to provide services. Services must be authorized and arranged by AXA Assistance USA, Inc. All additional costs would be the responsibility of the member. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com.