

WELCOME TO

# GOOD GOING

THE



**TripTime**<sup>®</sup>  
Insurance

USER GUIDE

- ▶ **7 Global Destinations**  
you MUST visit in your lifetime
- ▶ **What's Swahili for aspirin?**  
Communicating with foreign medical personnel
- ▶ **Polo in Afghanistan**  
An extreme sport in an extreme place

# TRIPTIME® INSURANCE USER GUIDE

So you purchased travel insurance...

## NOW WHAT?




Okay, first things first: thank you for buying TripTime travel insurance. There's a lot to take in when you purchase travel insurance. Insurance policies can be hard to follow, and often contain a lot of insurance jargon that you are probably unfamiliar with, unless you work in the insurance industry.

That's why we made this User Guide as simple as possible. It includes individual sections that deal with most aspects of your TripTime Insurance plan, including useful tips and guidance on how to file a claim.

This User Guide does not contain the full terms, conditions and exclusions contained in your TripTime Insurance plan. A complete copy of your certificate, and your identification card, has been posted in the PCYOU Personal Portal found at [pcyou.pointcomfort.com](http://pcyou.pointcomfort.com). It's a good idea to print your identification card and keep it with you. But if you lose it or just don't want to carry another piece of paper, don't worry. You will be able to access your identification card any time from your mobile or laptop device.

**FOLD**



**Comfort Pass Insurance ID**

Insured Person: \_\_\_\_\_

Traveler ID #: \_\_\_\_\_

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Deductible: \_\_\_\_\_

Certificate #: \_\_\_\_\_

Effective Date: \_\_\_\_\_

Termination Date: \_\_\_\_\_

Visit [PCYOU.pointcomfort.com](http://PCYOU.pointcomfort.com) for:

- Claims Submission Information
- Policy Documents
- Additional Coverage

**Hospital and Doctor Network**

To locate a facility in the United States, search online at [pcyou.pointcomfort.com](http://pcyou.pointcomfort.com) or contact Point Comfort Underwriters. To locate a facility outside the United States, contact Point Comfort Underwriters at [providers@pointcomfort.com](mailto:providers@pointcomfort.com).

**Contact Information**

Pre-certification or pre-notification -  
 1-844-210-2010 (from within the US)  
 1-317-210-2010 for collect international calls

Please see the pre-certification and advance approval requirements in your certificate.

Assistance -  
 1-844-210-2010 From 8am EST to 8pm EST, Monday through Friday (Emergency and Non-emergency matters); or email your request to [Info@pointcomfort.com](mailto:Info@pointcomfort.com)  
 1-844-210-2010 After hours (Emergency matters)

**How To File a Claim**

Submit the following documents to Point Comfort Underwriters, Inc. within 60 days of the date your claim is incurred:

1. Completed and signed Claimant's Statement and Authorization Form and Accident Questionnaire (if applicable). For Add'l info visit: [PCYOU.pointcomfort.com](http://PCYOU.pointcomfort.com)
2. Original itemized bills.
3. Receipts for any expenses you have already paid.

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# Part 1 | Rules of the Road



## Just Purchase What You Need

TripTime® Insurance always includes Medical, Transportation and Lump Sum benefits. Coverage for Adventure Sports and Personal Equipment and Pets is optional. That means you will only have these benefits if you selected the options when you applied for coverage. Options cost a little bit more, but they are worth it.

## There's No Place Like Home...

Your TripTime Insurance ends the moment you return to your home country. This applies regardless of the duration of your Certificate Period. So, if you purchase 10 days of coverage and you return home on the second day, your coverage ends on the second day – even though your Certificate indicates 10 days. There is one exception to this rule:

### Incidental Trip Home

We understand that sometimes a brief visit home might be necessary during your international trip (think weddings, birthdays, holidays). If you are from the US, you are automatically covered for Medical benefits during one trip home of up to 14 days for each 90 days of coverage you purchased. Remember, Transportation, Lump-sum, and any optional benefits you purchased are suspended during your visit home. Also, your Medical coverage will automatically terminate after 14 days at home, so be careful not to overstay your coverage.



**TIP:** Coverage during any Incidental Trip Home to the US is limited to \$5,000, so if you can complete your treatment abroad, or outside the US, it will cost you less





## Plans Change

If your trip is delayed or canceled for any reason before you leave, you will receive a full premium refund. If, after you leave, your trip is cut short, you will receive a partial premium refund – but only if you haven't filed any claims. An administration fee of \$50 will be deducted from your refund. Unfortunately, if you've already filed a claim, there can be no refund. If you need to extend your trip, just contact the PCYOU team; they'll help you extend your coverage.



**TIP:** You may be eligible for a premium refund if your plans unexpectedly change and find yourself returning earlier than expected.

# #triptimeinsurance

# Part 2 | When Bad Things Happen to Good People



**Follow these simple rules, and filing your claims will be easy as pie (eating it, not making it).**

1. Always contact Point Comfort Underwriters® (PCU) as soon as possible when you know you are going to need medical care. We can't feel your pain, but we can make the claim process less painful and we may help you save some money.

2. You are free to go to any medical provider you choose, but you will end up paying more if you use a US hospital or doctor who is not in the PPO network. So, just go to the PCYOU Personal Portal, found at [pcyou.pointcomfort.com](http://pcyou.pointcomfort.com), to find your nearest network provider or contact the helpful PCYOU team and they will help you figure out what your options are.

3. Some medical procedures must always be Pre-certified. That means you or your doctor or medical facility must contact PCU in advance and provide PCU with information about your condition and anticipated treatment. If you do not do this, you will end up paying more. The Pre-certification requirement is waived if an emergency prevents you from complying. The following medical procedures must always be Pre-certified:

- Inpatient care
- Any surgery or surgical procedure
- Care in an extended care facility
- Home nursing care
- Durable medical equipment (wheelchair, hospital bed for home use)
- Ultrasound
- Positron emission tomography scan (PET)
- Chemotherapy and/or Radiation
- Computerized Tomography (CAT Scan)
- Magnetic Resonance Imaging (MRI)
- Interfacility ambulance transfer

4. Keep copies of all bills, invoices, receipts, credit card statements, bank statements, or any other document that shows you paid for something that might be covered under TripTime® Insurance. Always keep evidence of your unused travel tickets.

5. Obtain copies of your medical records from any non-US providers BEFORE you leave their medical facility. It will definitely be more difficult, time-consuming, and costly for you to obtain your medical records after you leave. And those records may be necessary for PCU to process your claim.





**TIP:** Always give your insurance ID Card to your medical providers and let them know there is a Pre-certification requirement in your plan.

6. You **MUST** notify PCU of your claim within 60 days. You also **MUST** provide PCU with all the documents they need to review your claim within 180 days. Otherwise, your claim will not be covered.

7. Start your claim process by going to [pcyou.pointcomfort.com](http://pcyou.pointcomfort.com). You can also contact the amazing PCYOU team and we'll guide you through the process.

8. All Transportation benefits must be approved in advance by PCU. If you don't get PCU's advance approval, then there is no benefit. Sorry... those are the rules.

9. Emergency medical evacuations must be approved in advance and arranged/coordinated by PCU. Our one-of-a-kind PCYOU team is available 24/7/365. Just call the number on your identification card and let the profes-



**TIP:** It's better to over-Pre-certify than fail to Pre-certify.



# The Paper Chase

A guide to the forms and documents required for each type of claim.

	Type of Claim	Form(s) Required
1	Medical – Illness	CSA Student/Scholar Verification (if applicable)
2	Medical – Illness	CSA General Accident Questionnaire Student/Scholar Verification (if applicable) Student/Scholar Sports Accident Questionnaire (if applicable) Adventure Sport Accident Questionnaire (if applicable)
3	Emergency Medical Evacuation	#1. and/or #2. above Emergency Medical Evacuation/Reunion/Bedside Visit
4	Reunion	#1. and/or #2. above Emergency Medical Evacuation/Reunion/Bedside Visit
5	Bedside Visit	#1. and/or #2. above Emergency Medical Evacuation/Reunion/Bedside Visit
6	Repatriation of Mortal Remains	#1. and/or #2. above <sup>5</sup> Accidental Death/Repatriation of Remains Questionnaire
7	Local Burial or Cremation	#1. and/or #2. above Accidental Death/Repatriation of Remains Questionnaire
8	Return of Minor Child(ren)	Return of Minor Child(ren) Questionnaire
9	Trip Interruption	Trip Interruption
10	Natural Disaster Replacement Accommodations	Natural Disaster Daily Replacement Accommodation/ Natural Disaster Evacuation and Repatriation
11	Natural Disaster Evacuation and Repatriation	Natural Disaster Daily Replacement Accommodation/ Natural Disaster Evacuation and Repatriation
12	Political Evacuation and Repatriation	Political Evacuation and Repatriation
13	Accidental Death	#2 above Accidental Death/Repatriation of Remains Questionnaire
14	Lost Checked Luggage Lost Check Personal Equipment	Lost Checked Luggage Lost or Stolen Personal Equipment/Scuba Equipment
15	Personal Liability	Personal Liability Student/Scholar Verification (if applicable)



# The Paper Chase

## Other Helpful Documents

Document	Purpose
Beneficiary Designation	This form tells us who to pay the proceeds of your Accidental Death coverage. You should complete and submit this form before your
Alternate Payee Request	Use this form if you want us to pay someone, other than you, for non-medical covered expenses.
Cancellation of Coverage	We hope you don't, but sometimes it can't be avoided. Use this form to tell us you want to cancel your plan.
More on Pre-certification	Everything you ever wanted to know about Pre-certification... but were afraid to ask.
Claim Process Overview	Trouble sleeping? Read this



# #TripTime

# The Paper Chase

## Additional Helpful Information

Submit a new Claimant's Statement and Authorization form for each medical condition being treated.

Complete all forms in their entirety. Be descriptive in regards to services the doctor performed, your past medical history and the date the condition and/or symptoms first occurred. Attach all required documents.

Be sure to answer every question on each required claim form. We will not be able to process or pay your claim until all questions are answered

Even though we can process claims in multiple languages, it is helpful if you include English translations if they are available.

Keep copies of everything you send to us.

Claims submitted by fax or email can only be accepted if they are legible, clear and do not appear to be altered.

When submitting prescription drug charges, we require more than a cash register receipt. We need information that includes your name, date, quantity dispensed, price, prescribing physician and name of pharmacy

If you are submitting loose paper receipts, it is helpful if you attach them to a full sheet of paper.

If requesting a wire transfer, we must have complete banking information on file. We will not be able to issue a wire transfer for claims of less than \$1,000.

# Part 3 | Don't Worry, Be Happy



## TripTime® Medical Benefits

This section provides summary information about medical services covered under your TripTime plan

DEDUCTIBLES, CO-PAYS, LIMITS, COINSURANCE, SCHMOINSURANCE...

If you don't love paying Deductibles, you are part of a large and growing crowd. You can avoid paying your Deductible for a doctor's office visit, and instead pay a small Co-pay by using virtual doctors (more about TelaMed later). Or if you feel like you just want to pay a higher Deductible, try going to a hospital Emergency Room for a non-emergency - we guarantee you'll pay more, and you'll probably wait longer to see a doctor. Coinsurance only happens when you are in the US and do not use a medical provider who is in the Preferred Provider Network. You can access a list of provider at [pcyou.pointcomfort.com](http://pcyou.pointcomfort.com).



**TIP:** Only use an emergency room for a true emergency, and only if there are no other alternatives.

FYI-Schmoinsurance is a word we made up

### DOCTORS

If you get sick or injured while abroad, you may need to see a doctor. You are covered whether you go to a doctor's office, a walk-in clinic, an urgent care center, an outpatient care facility, or a hospital.

Be careful about going to an emergency room. If you go to an emergency room for an illness and you are not then admitted to the hospital, you will have to pay an additional deductible of \$250.

### HOSPITALS

We hope you aren't admitted to a hospital during your trip, but it happens. TripTime covers your room and board in a semi-private room, ward, or intensive care unit. It also covers you for surgeries, laboratory tests, x-rays, prescription drugs, and other services and supplies generally provided in hospitals or outpatient surgical facilities.



## VIRTUAL MEDICINE

Professional medical help is just a phone call away. It's fast – skip the long waits in germ-filled waiting rooms and access quality medical care when you need it. On-demand 24/7, via phone or online video conference via your computer or mobile phone from wherever you happen to be. Refer to your ID card for additional information

## PRESCRIPTIONS

Speaking of prescription drugs, TripTime® also covers you for most prescriptions, even if you are not hospitalized. Be sure to keep your receipts and supporting medical records.



## HOME CARE

If you need home nursing care, a wheelchair, or a standard hospital bed to use at home, these are also covered.

## DENTAL

TripTime includes limited dental coverage. If you require emergency dental care as a result of an accident involving face, skull, neck or jaw injuries, you have coverage for repair or replacement of your sound, natural teeth. If you require dental care for the purpose of pain relief, TripTime provides a benefit of \$100.



**TIP:** Damage to your teeth resulting from biting down on something hard is not considered an accident. Also, dental care that can routinely be provided in a dental office is not covered. Dental coverage is for emergency care due to a covered accident and is typically performed in tandem with medical emergency services.

## ACUTE ONSET OF A PRE-EXISTING CONDITION

TripTime includes limited medical coverage for an acute onset of a pre-existing condition for US residents traveling abroad. This means if you experience an unexpected flare-up or relapse of a pre-existing condition and you need emergency care, TripTime will provide some coverage. The amount of coverage available to you depends on your age and whether or not you carry primary insurance.

# #coveryouradventures

# TripTime<sup>®</sup> Transportation Benefits

Your TripTime Transportation Benefit limits are based on the type of service provided. You can review the limits in the Schedule of Benefits and Limits contained in your certificate. This section describes some of the Transportation coverage provisions contained in your TripTime plan.



## AMBULANCE

If you are transferred from the scene of an accident to a hospital, the cost of the ambulance is covered. If you are transferred to a hospital by ambulance due to an illness, the cost of the ambulance is covered if you are admitted to the hospital as an inpatient. If you are not admitted, the cost of the ambulance is not covered. If you need to be transferred by ambulance from one hospital to another, you're covered.

## EMERGENCY MEDICAL EVACUATION

If a life-threatening medical condition suddenly arises, you are covered for emergency transportation, by air or land, to the nearest medical facility capable of treating your condition. The amount of coverage provided in these instances depends on your age and which plan you picked. Once you are stabilized, your transportation back home is also covered. The expert PCYOU team will make all arrangements for you and will maintain constant communication with you, your doctors, and your family members during the entire process.

## EMERGENCY REUNION

While you are hospitalized after an emergency medical evacuation, TripTime covers the cost of round-trip commercial transportation, so a relative or friend from home can be by your side. TripTime also covers the cost of a hotel room and meals for up to 15 days for your friend or relative. Your relative or friend should be sure to keep copies of all paid receipts to submit to PCU for reimbursement. The fast and friendly PCYOU team will be happy to help with the arrangements.

## REPATRIATION OF MORTAL REMAINS OR LOCAL BURIAL

Unfortunately, people sometimes die during an international trip. When this happens, the process of repatriating your remains can be gut-wrenching, expensive, time-consuming, and an added pressure on your loved ones at a time when they're grieving. TripTime covers the cost of preparing and transporting your remains home. And the compassionate PCYOU team will help with making all the arrangements. If repatriation of your bodily remains is not possible or desired, TripTime covers the cost of your local burial.

## RETURN OF MINOR CHILDREN

Your dream trip can quickly turn into a nightmare if illness, injury, or even death strikes, leaving your children unattended in a foreign land. TripTime covers the cost of one-way commercial transportation of your unattended children home, plus the cost of a chaperone, if necessary, to assure your children's safety. The caring PCYOU team will help with all the arrangements, with the safety of your children as our number one priority.

## TRIP INTERRUPTION

Sometimes, you have to cut your trip short because of unexpected emergencies that arise at home during your absence. If you learn of the substantial destruction of your home due to fire or weather, TripTime® covers the cost of your one-way commercial transportation home. If you learn of the death of a close family member while abroad, TripTime covers the cost of your commercial one-way transportation home or to the location of the deceased person's funeral or burial.



**TIP: Always keep copies of your itineraries and unused transportation tickets; you'll need them when you file your claim.**

## NATURAL DISASTER DAILY REPLACEMENT ACCOMMODATIONS

The frequency and intensity of natural disasters is increasing worldwide. It can be impossible to recover the money you paid in advance for accommodations located in affected areas. You could be left with no place to stay, and not enough cash to pay for replacement accommodations. If a natural disaster occurs during your trip and evacuation from the affected area is ordered by the local authorities, TripTime provides \$250 or \$500 per day (depending on the plan you selected) for up to 5 days for replacement accommodations. Any refund from the original accommodations will be deducted from this benefit.

## POLITICAL EVACUATION AND REPATRIATION

Political instability can emerge unexpectedly, anywhere in the world. If the US Department of State or similar government organization from your home country orders the evacuation of all non-essential government personnel from your location, TripTime covers the cost of your transportation in the most appropriate manner available consistent with the circumstances, to the nearest safe place and/or to your home. Remember, this benefit is not available unless a Level 3 (reconsider travel), or Level 4 (do not travel) Travel Warning or Emergency Travel Advisory is issued after your arrival to the affected location.





# TripTime® Lump Sum Benefits

Your TripTime Lump Sum Benefits and their limits vary based on the type of claim you file. For a full summary of the Lump Sum coverage provisions contained in your TripTime plan, see the Schedule of Benefits and Limits contained in your certificate.



## ACCIDENTAL DEATH

If you die in an accident while on your trip abroad, TripTime will pay your beneficiary the lump sum benefit indicated in your Certificate. Your beneficiary is the person you designate by completing the Beneficiary Designation form at [mypointcomfort.com](http://mypointcomfort.com). If you do not designate a beneficiary and you are age 18 or older, then your beneficiary is determined in the following order: 1. your spouse (if any), 2. your children equally (if any), 3. your estate. If you are younger than 18, your beneficiary is determined in the following order: 1. your custodial parent(s) (if any), 2. your siblings equally (if any), 3. your estate.

## ACCIDENTAL DISMEMBERMENT

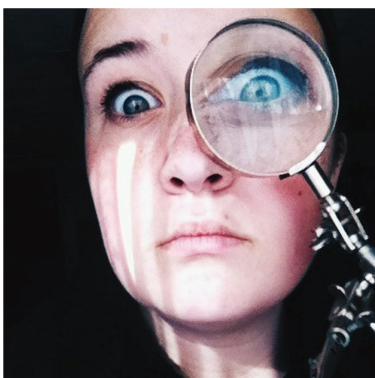
Half of the lump sum benefit indicated in your certificate will be paid to you if you are in an accident which results in your dismemberment while on your trip abroad. Dismemberment means complete severance from your body of your arm when the severance is at or above (toward your elbow) your wrist, or the leg, where severance is at or above (toward your knee) your ankle, or permanent and irrevocable loss of sight. The full lump sum benefit will be paid to you if your dismemberment involves more than one limb or eye.

## COMMON CARRIER ACCIDENTAL DEATH

If you die in an accident while traveling on board a common carrier, TripTime will pay your beneficiary the lump sum benefit indicated in your certificate. A common carrier is an organization that transports people from place to place by air, rail, bus or water. A taxi, limousine, motorcar, motorcycle, or any form of transportation by animal or human means (think camel, horse, elephant, or rickshaw) is not a common carrier.

## HOSPITAL INDEMNITY

If you are hospitalized as an inpatient while abroad, TripTime will pay you \$100 per night for up to 10 nights. You can spend this money any way you want.



## Still have questions?

Contact the PCYOU Team at:  
[help@pointcomfort.com](mailto:help@pointcomfort.com)

Via the web:  
[pcyou.pointcomfort.com](http://pcyou.pointcomfort.com)

# Part 4 | Decisions, Decisions



## Adventure Sports Option

If you plan to get in touch with the adventurer inside while you're abroad, you should select the TripTime® Adventure Sports option. For a bit more money, you can purchase medical coverage for:

**Remember:** *If you do not purchase Adventure Sports Coverage, you will not be covered if you get injured while participating in these activities.*

- Abseiling
- BMX
- Bobsledding
- Bungee jumping
- Canyoning
- Caving
- Hot air ballooning
- Kitesurfing and Kiteboarding
- Mountaineering (below 4,500 meters from ground)
- Parachuting, Paragliding, or
- Parascending
- Rapelling
- Scuba-diving or sub-aqua pursuits less than 20 meters deep
- Skydiving
- Spelunking
- Whitewater kayaking or rafting (less than Class V)
- Wildlife safaris
- Windsurfing
- Ziplining

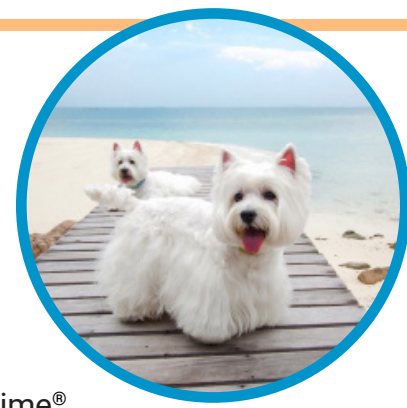
### These are the No Nos: CONTACT SPORTS, EXTREME SPORTS, AMATEUR AND PROFESSIONAL SPORTS

If you get hurt while participating in any sport where you purposely collide with another person, object, ground, or water you will not have coverage under TripTime®. Likewise, if you plan to participate in extreme sports, like base jumping, extreme skiing or free diving, you won't be covered (in case you were wondering, running with the bulls is extreme). If you get hurt while participating in organized, sponsored, or sanctioned competitions, or any athletic activity for payment or compensation, you will not be covered under TripTime.



**TIP:** If you plan to be on a motorcycle, you need to purchase the Adventure Sports coverage option.

# Personal Equipment and Pet Coverage Option



## PERSONAL EQUIPMENT COVERAGE

If you purchase the Personal Equipment and Emergency Pet Care option, TripTime® will cover some of your valuables, and your canine or feline travel companions. TripTime will pay the actual cash value of the following items if they are lost by the transportation company (airline, cruise line, bus line, or train), or if they are stolen from you during your trip:

- **Sports Equipment:**  
Skis, ski boots, ski poles, snowboards, snowboard boots, golf clubs, golf bags, and tennis rackets.
- **Photography Equipment:**  
Cameras, flash accessories, and lenses.
- **Electronic Equipment:**  
Your mobile phone, tablet, or laptop computer

If your personal equipment is lost by a transportation company, file your claim with them first – then provide copies to PCU. PCU will pay the difference between what the transportation company pays (which can sometimes be nothing) and the actual cash value of your equipment. You will need to provide PCU with copies of the claim you filed with the transportation company, evidence of their payment (or non-payment) of your claim and a detailed description of your lost property including original purchase price and date.

If your property is stolen from you, you must report the theft to local police, and obtain a copy of their report. This is important.



## MARINE ACTIVITIES OPTION



**TIP:** If you do not provide a complete and legible police report which describes the stolen items and the circumstances of the theft, your claim will not be paid.



(Optional coverages, cont.)



Some people can only find true happiness when they are in, on or near water. If you are one of those people, the TripTime Marine Activities option was designed with you in mind. It provides medical coverage for you while you are kitesurfing, kiteboarding, windsurfing, riding or driving a jet ski (or similar personal watercraft), or scuba diving to any depth for which you are trained and certified. And this option also provides coverage for replacement of your scuba equipment if lost by your transportation provider or stolen from you.



**TIP:** Remember, Don't scuba dive at night, don't scuba dive with a spear. And never ever scuba dive at night with a spear.

# #epicjourneying

# Part 5 | Stuff That Isn't Covered



It pays to be aware of the **exclusions** contained in any insurance policy. You should review your Certificate for a complete list of all exclusions. Here is a partial list; we have included the most commonly misunderstood TripTime® exclusions.

## War

You are not covered if you are involved in a war of any kind. “War” is broadly defined to include almost any act by a foreign enemy and any act of violence undertaken for the purpose of overthrowing or influencing the government of any country or area. And you are not covered if you are injured or become ill as a result of any release of nuclear, biological, or chemical material.

## Terrorism

You DO have coverage if you are injured as an innocent bystander to an act of terrorism – as long as the act of terrorism doesn’t involve the release of nuclear, biological, or chemical material. If you are involved in the planning, coordination or execution of an act of terrorism, you are not covered. If you travel to an area where a Travel Warning or Emergency Travel Advisory has been issued or in effect within 180 days before your arrival, you are not covered. Also, if you do not leave a location where a Travel Warning or Emergency Travel Advisory is issued after you arrive, you are not covered.



A Travel Warning, or Emergency Travel Advisory, is defined as:

*Published statement or website document issued by the US Department of State, Bureau of Consular Affairs, Centers for Disease Control and Prevention, United Nations, World Health Organization or similar government or non-governmental agency of the insured person’s home country, warning that travel to specified countries, regions or locations poses serious risks to safety and security or exposes the insured person to a greater likelihood of life-threatening risks, including, without limitation, US Department of State Travel advisories Levels “3 – Reconsider travel” and “4 – Do not travel”.*

(Exclusions, cont.)

## Pre-existing Conditions

Your Pre-existing Conditions are not covered, except an Acute Onset of a Pre-existing Condition which begins while you are outside the US is covered. The amount of coverage available for an Acute Onset of a Pre-existing Condition is much less than for conditions that are not Pre-existing.

A Pre-existing Condition is defined as follows:

Any (1) condition for which medical advice, diagnosis, care, or treatment (includes receiving services and supplies, consultations, diagnostic tests or prescription medicines) was recommended or received during the two (2) years immediately preceding the Initial Certificate Effective Date; (2) condition that had manifested itself in such a manner that would have caused a reasonably prudent person to seek medical advice, diagnosis, care, or treatment (includes receiving services and supplies, consultations, diagnostic tests or prescription medicines) within the two (2) years immediately preceding the Initial Certificate Effective Date; (3) Injury, Illness, sickness, disease, or other physical, medical, mental, or nervous condition, disorder or ailment (whether known or unknown) that, with reasonable medical certainty, existed at the time of the Insured Person's Application or within the two (2) years immediately preceding the Initial Certificate Effective Date.

An Acute Onset of Pre-existing Condition is defined as follows:

A sudden and unexpected outbreak or recurrence of a Pre-existing Condition which occurs: (1) spontaneously and without advance warning in the form of Physician recommendations or symptoms, is of short duration, is rapidly progressive, and requires Emergency medical care; and (2) after the Certificate Effective Date; and (3) prior to the age indicated in the Schedule of Benefits and Limits contained herein. Treatment by a physician must be obtained within the twenty-four (24) hours beginning on the date and at the time of the sudden and unexpected outbreak or recurrence

## General Exclusions

You will not receive coverage in the following circumstances:

- If you wait more than 30 days to seek treatment for an illness or injury, there is no coverage for that illness or injury.
- All TripTime<sup>®</sup> benefits, except Lump Sum benefits, are secondary to any other coverage. That means if you have any other coverage you must first file your claim with the other insurer. After the other insurer pays your claim, provide PCU with a copy of the other insurer's explanation of benefits. PCU will calculate what you would be owed if you did not have other coverage, then subtract the amount paid by the other insurer, and then pay the balance.

(General Exclusions, cont.)

- If advance approval by PCU is required and you do not obtain advance approval
- If arrangements are required to be made by PCU and instead, you make them yourself
- Diagnostic tests and/or procedures, treatment, services or supplies that are not considered medically necessary
- If you have any claim while under the influence of alcohol or drugs it will not be covered. This does not apply to drugs prescribed by a doctor and taken in accordance with the doctor's instructions, unless those drugs were prescribed to treat substance abuse.

### Medically Necessary, or Medical Necessity, is defined as:

*A service or supply which is necessary and appropriate for the diagnosis or treatment of an Illness or Injury based on generally accepted current medical practice as determined by Underwriters. A service or supply will not be considered Medically Necessary if it is provided only as a convenience to the Insured Person or Medical Provider, and/or is not appropriate for the Insured Person's diagnosis or symptoms, and/or exceeds in scope, duration or intensity that level of care which is needed to provide safe, adequate and appropriate diagnosis or treatment of an Illness or Injury. For purposes of this insurance, Elective Surgery and related diagnostic and other procedures are not Medically Necessary.*

### Diagnosis-oriented Exclusions

- Birth defects, hereditary conditions and congenital disorders
- Any method of birth control
- Infertility, impotency or sexual dysfunction
- Pregnancy
- Newborn care
- Cancer
- Most skin conditions
- Non-surgical care of feet
- Mental health disorders
- Weight modification, obesity
- Modification of physical body to change or improve psychological, mental or emotional well-being
- Glasses, contacts, hearing aids, hearing implants and any examination or diagnostic test for these devices
- Eye surgery to correct nearsightedness, farsightedness or astigmatism
- TMJ
- Sexually transmitted diseases
- Routine physical exams
- Substance abuse
- Accidental death resulting from an Illness or disease
- AIDS, ARC and all related conditions
- Claims for services or supplies that are not medically necessary
- Cosmetic or aesthetic procedures (except reconstructive surgery when medically necessary and related to a covered Surgery).
- Sleep disorders
- Inpatient care of urinary tract during the first 90 days of your coverage



(Exclusions, cont.)

## Provider-oriented Exclusions

- Organ or tissue transplants
- Failure to keep a scheduled appointment
- Investigational, Experimental or for Research Purposes
- Custodial Care
- Educational or Rehabilitative care
- Speech, vocational, occupational, biofeedback, acupuncture, recreational, sleep or music therapy
- Holistic care, massage and kinesitherapy
- Hair loss, or hair growth
- Exercise or fitness programs
- Hospice care
- Genetic medicine
- Non-prescription drugs, drugs that are not approved by US FDA, or “off-label” drugs
- Artificial or mechanical devices designed to replace human organs
- Testing to measure aspects of mental ability, intelligence, aptitude, personality, and stress management

## Geographic Exclusions

- Epidemics, pandemics, public health emergencies, natural disasters or other disease outbreak, if the US Department of State,
  1. issued a Level 4 (do not travel) warning during the 30 days prior to your arrival, or
  2. if issued after your arrival, you do not depart within 15 days.
- Any claims incurred in your home country except eligible medical expenses incurred during a benefit period or incidental trip home.

**Understanding the U.S. State Department's new Travel Advisory levels**

- 4 Do Not Travel**  
This is the highest advisory level due to greater likelihood of life-threatening risks. During an emergency, the U.S. Government may have very limited ability to provide assistance.
- 3 Reconsider Travel**  
Avoid travel due to serious risk to safety and security.
- 2 Exercise increased precautions**  
Be aware of heightened risks to safety and security.
- 1 Exercise normal precautions**  
This is the lowest advisory level for safety and security risk. There is some risk in any international travel.

# #safe travels

(Exclusions, cont.)

## Activity-oriented Exclusions

- Anything that occurs during your commission of a violation of law, excluding minor traffic violations
- Self-inflicted injuries or illnesses; suicide or attempted suicide while sane or insane
- Any claim associated in any way with a motorized vehicle that is not designed primarily for and licensed (if licensure is required) for use on public streets and highways. This exclusion does not apply to Personal Watercraft while operating in locations where licensing of Personal Watercraft is not required by local authorities if you purchased the Marine Activities Option.
- Any claim associated with operation of a motorized vehicle without a valid operator's license (unless participating in a drivers' education program) Again if you purchased the Marine Activities Option, this exclusion does not apply in locations where such license is not required by local authorities.
- Any claim associated with your operation of any vehicle, including watercraft, aircraft, bicycles and scooters (whether or not motorized and whether or not an operator's license is required and whether or not the vehicle is required to be licensed) after consuming liquor or drugs in excess of the applicable blood/alcohol limit.
- Claims resulting from your participation in Contact Sports

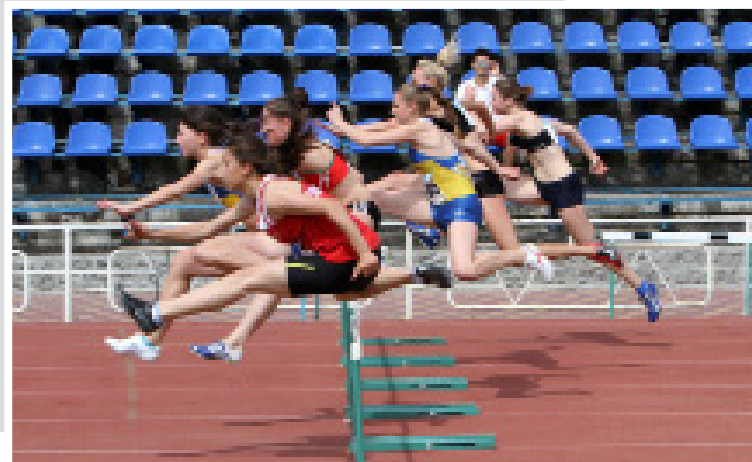
### Definition of Contact Sports:

*A sport in which the participants purposely hit or collide with each other inanimate objects, the ground or water, with force, including without limitation: American football, basketball, high diving and cliff diving, fighting or combat sports, including without limitation, boxing, wrestling, martial arts, mixed martial arts, fencing and kickboxing; hockey, including ice and field hockey, lacrosse, polo, rodeo, rugby, ski jumping, soccer.*

- Claims resulting from your participation in Amateur Athletics

### Definition of Amateur Athletics:

*An amateur or other non-professional sporting, recreational or athletic activity that is organized, sponsored and/or sanctioned, and/or involves regular or scheduled practices, games and/or competitions. Amateur Athletics includes, without limitation, intercollegiate, interscholastic and intermural sports. Amateur Athletics does not include athletic activities that are non-organized, non-contact, and engaged in by the insured person solely for recreational, entertainment or fitness purposes.*



(Exclusions, cont.)

- Claims resulting from your participation in Professional Athletics

**Definition of Professional Athletics:**

*A sporting activity, including practice, preparation and actual sporting events, for any individual or organized team that is a member of a recognized professional sports organization, is a member of a playing league that is directly supported or sponsored by a professional team or professional sports organization, or has any athlete receiving for his or her participation any kind of payments or compensation, directly or indirectly, from a professional team or professional sports organization.*

- Claims resulting from your participation in Extreme Sports

**Definition of Extreme Sports:**

*A sporting activity, including practice, preparation and actual sporting events, which involves a high degree of risk. These activities often involve speed, height, a high level of physical exertion and/or highly specialized gear, and often carry the potential risk of serious or permanent physical injury and even death. These activities include, without limitation, the following and any combination or derivative of the following: Back country snow skiing, snowboarding or snowmobiling, base jumping, cave diving, downhill mountain biking, extreme skiing, free diving, free flying, free running and Parkour, free skiing, freestyle scootering, gliding, heli-skiing, ice canoeing, ice climbing, jet skiing, racing any vehicle or animal, including mountain bikes, motocross, motorcycle racing, motor rally, snowmobile racing, truck racing, horse racing, boat racing, mountaineering above elevation of 4,500 meters from ground level, piloting a commercial or non-commercial aircraft, powerbocking, skateboarding, snow skiing, snowboarding or snowmobiling off piste, scuba diving or sub-aqua pursuits below a depth of 50 meters, whitewater kayaking or whitewater rafting Class V or higher difficulty (Class V = a section of a river, stream or other waterway or watercourse where the current moves with enough speed or force to meet, but not to exceed, the qualifications of Class V as determined by the International Scale of River Difficulty or as commonly published by a local authority or government agency), wingsuit flying.*





(Exclusions, cont.)

- Claims resulting from your participation in Adventure Sports UNLESS you have purchased the Adventure Sports Coverage option, in which case limited medical coverage is provided.

Definition of Adventure Sports:

*A sporting activity undertaken for the purposes of recreation, an unusual experience or excitement, typically performed outdoors, and involving a medium degree of risk, including only the following: abseiling, BMX, bobsledding, bungee jumping, canyoning, caving, downhill and/or cross-country snow skiing and snowboarding and snowmobiling, provided that such activity is not in any violation of applicable laws, rules or regulations or away from prepared and marked in-bound, patrolled territories or against the advice of the local ski school or local authoritative body, hot air ballooning, kitesurfing and kiteboarding, mountaineering below 4,500 meters from ground level, motorcycle riding as a driver or passenger, zip lining, parachuting, paragliding, parascending, rappelling, scuba diving or sub-aqua pursuits at less than depth of 50 meters, skydiving, spelunking, whitewater kayaking or whitewater rafting in water less than Class V difficulty, wildlife safaris, windsurfing.*



# #adventuretravel



# Part 6 | PCYOU Assistance Services



The PCYOU team is available for routine assistance during working hours (Monday through Friday, 7:00 AM to 6:00 PM EST) and for emergency assistance 24/7/365. The following assistance services are included with every TripTime<sup>®</sup> plan:

## Travel arrangement assistance

If you need to re-route travel plans, or make new plans, because of a medical emergency, the PCYOU team will spring into action. We will help you get from where you are to where you need to be.

## Emergency message relay

During emergencies, the fastest possible transfer of information between concerned parties could mean the difference between catastrophe and mere inconvenience. The incredible PCYOU team works tirelessly to make sure the right word makes it to the right ear, even when that ear is half a world away.

## Medical referrals

You're traveling abroad and you need to see a doctor - not just any doctor, a specific *kind* of doctor - but you don't speak the language. The awesome PCYOU team's got your back, with reliable medical referrals for anywhere on the globe.

## Transmittal of medical records

Doctors can't treat you effectively if they don't have the full story! The fast and efficient PCYOU team is on it, swiftly transferring your pertinent medical records to wherever they're needed.

## Accommodation arrangement assistance

Something unexpected happens and you need to get somewhere other than where your reservations are for—fast. Ordinarily, that means a desperate scramble to get a roof over your head, but not when the reliable PCYOU team is on the job! When a covered event sends you packing, we'll locate reputable lodging in the new location, make a reservation under your name, and send you directions.

## Embassy locations, directions, hours

Let the knowledgeable PCYOU team be your source for all information regarding your country's official representation to the land in which you're traveling.

## Lost passport replacement assistance

Nobody wants to find themselves in a foreign land without their passport, yet it does occasionally happen, and more often than some might think. If you find yourself

in this unenviable position, the dependable PCYOU team can be your best friend, coordinating with your State Department and embassy to get a new passport made and in your hands as fast as we can.

To access PCYOU Assistance Services, just contact PCU:  
Go to the PCYOU Personal Portal to live chat with a representative  
Send an email to [help@pointcomfort.com](mailto:help@pointcomfort.com)  
Call PCU toll free at 1-844-210-2010 (we accept collect calls)



# The PCYOU Personal Portal: A Quick Start Guide



When you purchased TripTime®, you set up a username and password for access to your personalized travel portal. This portal contains a copy of your certificate, your ID card, and other very important information. The PCYOU Personal Portal is also a handy place to go for links to other websites with information that may be of interest to you.

## QUICK REFERENCE GUIDE

Use this guide to understand the resources available to you at the PCYOU Personal Portal.

ID CARD  
CERTIFICATE  
CLAIM FORMS  
VISA LETTER

**GET THINGS**



**PCYOU**  
Personal Portal

**LEARN THINGS**

CLAIM SUBMISSION  
BENEFITS  
EXCLUSIONS  
DEFINITIONS  
PRE-CERTIFICATIONS

FORMS  
HOW TO SUBMIT  
STATUS UPDATE

**FORM THINGS**

**DO THINGS**

PURCHASE COVERAGE  
LIVE CHAT  
APPEAL  
SOCIAL MEDIA



[pcyou.pointcomfort.com](http://pcyou.pointcomfort.com)

# #welivetoexplore

# Part 8 | Upon Further Review...



## Here's how to ask us to take another look at your claim:

### Step 1 | Contact Us

Call our easily accessible PCYOU team 24/7/365 if you have a concern regarding a claim denial. If your claim is not resolved with a phone call to the assistance team, you may submit an appeal in writing.

### Step 2 | Submit A Written Appeal

PCU must receive your written appeal within 90 days of the date you received your Explanation of Benefits (EOB). It is very important you include all supporting documents with your appeal, to ensure swift resolution. In your written appeal, be sure you list the reasons you feel there was an error, and why you believe your claim should be paid.

You may submit your appeal in writing to [claims@pointcomfort.com](mailto:claims@pointcomfort.com) or via mail to:

Point Comfort Underwriters - Appeals  
306 Prospect Street, Suite 100  
Indianapolis, IN 46225

### Step 3 | Appeal Decisions

Decisions on appeals are made by PCU within 30 days of the receipt of your written appeal. All responses will be detailed and submitted to you in writing via email or mailed letter.

## Here's how to let us know we messed up:

At PCU, we strive to make things easy for you – easy access, easy understanding... easy resolution. Being human, though, we sometimes fall short of the mark. When that happens, we want to know about it, so we can correct it as soon as humanly possible. If you think we've messed up in any way, simply contact our supportive PCYOU team by phone, email, chat, or mail and we will work with you to resolve any issues.

Email: [help@pointcomfort.com](mailto:help@pointcomfort.com)  
Phone: (844) 210-2010  
Live Chat: [pcyou.pointcomfort.com](https://pcyou.pointcomfort.com)



## About Us

PPCU does things differently from other insurance organizations. We're a tech-driven crew that knows its way through the maze of international healthcare. Using our technology in

new and innovative ways enables us to supercharge and simplify our customers' experience. It empowers us to serve a greater number of people—over half a million last year—without diminishing the quality of that service. Sometimes technology gets a bad rap for being cold and impersonal, but at PCU, we believe it's only as cold and impersonal as you program it. Our next-level service is a result of never forgetting that these are peoples' lives we're talking about, not just a bunch of ones and zeros.

So, it's not just about machines at PCU. We collaborate with top-rated, globally recognized insurance companies. We serve a large network of insurance producers and healthcare professionals from every corner of the globe. At PCU, our staff of underwriters, technologists, medical clinicians and customer service specialists work 24/7 to make our customers' international healthcare experiences a bit easier.

