



COVID-19 and Your Travel MedEvac Plan

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 March 21, 2020 and subject to change as we're 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 currently located.

Please note these current government advisories to U.S. Citizens and Canadians respectively:

The Department of State advises U.S. citizens to avoid all international travel due to the global impact of COVID-19. In countries where commercial departure options remain available, U.S. citizens who live in the United States should arrange for immediate return to the United States, unless they are prepared to remain abroad for an indefinite period.

The Government of Canada advises you should avoid all non-essential travel outside Canada until further notice. You are responsible for your personal travel decisions. If you are already outside Canada, think about returning as soon as possible and find out what commercial travel options are still available to you.

Please see all Terms & Conditions of your specific Travel MedEvac Plan provided with your Plan Confirmation email for details on services/coverages provided and restrictions. These points are a general overview of Travel MedEvac 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. Does my plan provide service/coverage for COVID-19?

A. Contracting COVID-19 in and of itself does not necessitate a medical transport. One of the key factors is securing a medical assessment of the emergency injury or illness and determining if a hospital to hospital transport is medically warranted or not.

Q. What happens if I have COVID-19 and a transport is deemed medically warranted due to complications of COVID-19 or some other unrelated illness or injury?

A. Once a determination is made that the Plan Holder is medically eligible for transport, there are several steps required before a transport can take place, to support a safe and regulatory compliant transfer:

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 for departure/arrival countries.
4. The Air Ambulance operator must determine that all quarantine and other medical requirements are met for both the country you are exiting and the country you desire to enter.
5. The Air Ambulance operator must ensure compliance with all foreign and domestic regulatory agencies (e.g., FAA, CDC, State Dept.) in order to protect the patient, crew and medical staff.

Q. What does Travel MedEvac suggest I do if I am currently abroad?

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