In a Medical Emergency

In the event of a medical emergency abroad (inpatient care), please follow these instructions:

1. **Seek Immediate Treatment from a Licensed Physician:**

2. **Initiate a Medical Case:** iNext has a single point of contact phone number in place linked directly to our emergency service providers. As soon as possible contact:

   24-Hour Emergency Services: Provided by International Medical Group (“IMG”)

   To Contact IMG, please call 463-274-2241 or email: assist@imglobal.com

3. **Triage/Identification:** When IMG answers, identify yourself as an iNext client and OPEN A MEDICAL CASE. If the sick/injured party is unable to do this personally, a case can be opened on her/his behalf by an accompanying/designated individual. Provide the operator with the following information:
   - Name
   - Date of Birth
   - Policy Number
   - Location/brief summary of circumstance

   **Policy numbers** and all emergency/claims contact information can be found in several places:
   - iNext Welcome e-mail sent at time of enrollment
   - Printable ID card included in the Welcome Letter
   - Participants Insurance Coverage Summary (log-in required)
   - iNext website participant portal (log-in required)
   - iNext website partner portal (log-in required)

4. **Care Manager Assignment:** The IMG operator will like you to a Care Manager specific to the region where the insured is located. (S)he will request additional information. If possible, be prepared to provide:
   - Primary contact and phone/email
   - Hospital/Clinic Name
• Physician and contact number
• Details of injury/illness and timeframe

5. **Assignment of Case Number:** The Care Manager will advise as to what the next steps will be and will provide you with a case number. Write the number down and keep for later reference.

6. **IMG Course of Action:** This depends on the specifics of each unique case. The standard protocol includes:
   - Making certain that the patient is in a facility where they can receive necessary and adequate care
   - Communicating with family/designated contact (if waiver is signed)
   - Making arrangements for Guarantee of Payment to the facility
   - Arranging eventual Emergency Reunion travel for a family member to join the insured if hospitalization is anticipated to be 3 days or more
   - Eventual Medical Evacuation (if medically necessary as determined by Generali and the hospital)
   - Coordinating with Claims Processing

7. **Follow-up:** When contacting IMG by email during follow-up, please use the following address: 
   assist@imglobal.com and list the insured’s surname and case number in the title. For example: “Case Number Smith”

8. **Claims:** A claim must be filed for the case, for reimbursement, if the insured paid out of pocket. Claims forms can be obtained from the iNext website: [https://www.inext.com/forms/claims/](https://www.inext.com/forms/claims/)

*Please note: This insurance must be activated for it to work! Please contact IMG as soon as possible in the event of an emergency to activate the insurance.*

**Other Useful Information:**

**iNext Main Office:**
*Office hours Monday through Friday 9am to 5pm EST*
Toll Free: 1-855-578-6398
inext@ciee.org
For Claims forms: [https://www.inext.com/forms/claims/](https://www.inext.com/forms/claims/)

**Co-ordinated Benefit Plans- For Claims:**
*Office hours Monday through Friday 9am to 5pm EST*
Have claims questions, or need to report a claim?
Toll Free: 866-723-3063 / or 727-412-7378