



## 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](mailto: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](mailto: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/>

*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@cjee.org](mailto:inext@cjee.org)

For Claims forms: <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