



In a Medical Emergency

In the event of a medical emergency abroad, 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. Collect calls are accepted. As soon as possible contact:

Generali Global Assistance (available 24\7)

Within USA & Canada 866-506-5304

Outside USA & Canada 240-330-1548

3. **Triage/Identification:** When Generali Global Assistance 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:

- Reverse side of iNext plastic ID card
- iNext Welcome e-mail sent at time of enrollment
- Participants Confirmation of Insurance Document (log-in required)
- iNext website participant portal (log-in required)
- iNext website partner portal (log-in required)

4. **Care Manager Assignment:** The Generali Global Assistance 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. **Generali Global Assistance 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 7 days or more
 - Eventual Medical Evacuation (if necessary)
 - Coordinating with Claims Processing
 7. **Follow-up:** When contacting Generali Global Assistance by email during follow-up, please use the following address: ops@gga-usa.com and list the insured's surname and case number in the title. For example: "M499999.99 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 Generali Global Assistance 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 ET

Toll Free: 1-855-578-6398

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 ET

Have claims questions, or need to report a claim?

Toll Free: 866-723-3063 / or 727-412-7378