



What to do if you need to seek care for Outpatient Services

What are considered outpatient services?

- Non-Emergency care for sudden and unexpected accidents and illnesses

Examples of non-emergency care:

Food Poisoning
Cold and Flu
Fever
Vomiting
Rash
Stomach Pains
Allergic Reaction
Infections
Fall slip or bump
Sprained or broken limb
Bleeding cut or wound
COVID symptoms

Outpatient Services are done on a Reimbursement Basis

- Seek care with a licensed physician
- Pay for services received
- File a claim for Reimbursement with Co-ordinated Benefit Plans LLC

What you will need to file a claim:

- Completed Accident/Sickness claim form
 - <https://www.inext.com/forms/claims/>
- Statement from the doctor/facility showing the following:
 - Date of Service
 - Diagnosis
 - Breakdown of charges
- Receipt showing payment made
- Copy of passport pages showing travel outside the U.S.
- Supplemental plans need to include a copy of the Explanation of Benefits from US primary insurance showing amount paid or denied.

All claims should be emailed to Co-ordinated Benefit Plans at

TravelTeam@cbpinsure.com

Co-Ordinated Benefit plans will reach out via email if there are any questions or if they need of additional information. If they have all documentation to process the claim, they will process and mail out a check for eligible expenses. They don't provide notification of approved claims.

Co-ordinated Benefit Plans LLC

PO Box 26222

Tampa, FL 33623

1-866-723-3063

1-727-412-7378

*For outpatient services that are expected to exceed \$500 USD, please follow the **iNext in a Medical Emergency** procedure.*

A call should be placed to Generali Global Assistance as soon as possible to open a medical case.



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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:

- 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 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 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 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: "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 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 EST

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