**UNH International Travel Assistance Service and Insurance Program Process**

**No Call to International SOS**

- **Member Pays for Doctor Visit or Prescription**
- **Member Needs to Submit Bill to Insurance***

**Call International SOS 1-215-942-8478**

- **Office Visit or Prescriptions**
- **SOS Refers the Member to a Dr. or Provides Medical Advice**
- **SOS Arranges the Office Visit**

**Hospitalization or Emergency**

- **SOS Sends Payment to Provider**
- **SOS Sends Invoice for Case and Medical Bill to Insurance***

**Insured Service**

- **Member Pays for Service**
- **Member asks International SOS to Pay**

**Uninsured Service**

- **SOS Issues Payment and Submits Bill to Insurance for Member**

**Member is Responsible for Payment**

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* You may be asked to pay a medical service charge, and then need to seek reimbursement.

- When you submit claims for reimbursement, you will need to have:
  - Itemized bill(s) translated into English if necessary
  - Letter stating that you are from the University of New Hampshire and seeking reimbursement for charges previously paid
  - Letter also must include: your name, UNH ID#, and your U.S. mailing address. Reimbursement checks will be sent only to a domestic address.

- Send this claim information to: Consolidated Health Plans, 2007 Roosevelt Ave, Springfield, MA 01104
- The itemized bill can be scanned and emailed to CHP at: CustomerService@chpemail.com.

If you have questions about a specific claim or a claims payment, email KristenD@univhealthplans.com.