Health Insurance and Travel Assistance

All Arcadia program participants have access to 24/7 global medical and security assistance while abroad from International SOS, the world’s largest leading medical and security risk services company.

Arcadia also provides you with comprehensive health and accident insurance and security and supplemental travel benefits through University Health Plans. This coverage is designed to go hand and hand with the International SOS membership.

How does International SOS work?

International SOS has Assistance Centers around the globe that are available 24/7/365 and staffed with doctors, nurses, security experts, multi-lingual coordinators, and logistics support personnel. They can respond rapidly to any type of emergency or call for assistance. As an Arcadia participant, you can contact ISOS for help anytime – before you depart to get information and advice on your destination, or once you are abroad when you need assistance.

Here are some of the things International SOS can do:

• Provide country-specific travel advice regarding health, safety, and security – such as recommended vaccinations or local safety tips
• Help you identify a plan for bringing prescription medications abroad
• Inform you about English-speaking doctors and mental health professionals who can provide care in your destination
• Arrange medical or mental health appointments with direct pay
• Coordinate with the hospital to monitor your condition if you have an emergency

When you need medical or mental health care, International SOS will work with the health insurance provider to arrange payment for your care so you do not have to pay out of pocket for appointments. With your permission, ISOS will also notify Arcadia that you went to the doctor so that we can offer support and resources if your academics or program participation are impacted in any way.

When am I covered?

You have access to Arcadia’s International SOS Membership from the time you are accepted to the program until the program end date. The insurance benefits apply for the duration of the program. If you are traveling abroad for more than a week before or after the program, we recommend you purchase an individual policy to cover you for the personal travel period. See the Health Insurance and Travel Assistance FAQs for more information.

Arcadia University, The College of Global Studies, International SOS Membership Number: 11BCAS791724
International SOS Phone Number: +1 215.354.5957
Health Insurance and Travel Assistance

When should I contact International SOS?

Before you go abroad

• Visit www.internationalsos.com and enter Arcadia’s membership number to research your destination(s) and to download the International SOS membership card
• Download the International SOS app
• Contact International SOS for pre-trip advice

We especially encourage students with any pre-existing medical or mental health conditions, or those who are taking any prescription medication, to consult with International SOS before departure. You should have a similar plan to manage your health abroad that you have at home; for example, if you normally see a counselor on a regular basis at home, ISOS can arrange appointments with a counselor overseas before you even leave the U.S. ISOS can also advise you on bringing prescription medications abroad, or identify physicians in your destination so you know where to seek care if anything changes with your health.

Once you are abroad

Contact International SOS if you:

• Are feeling unwell and aren’t sure what to do
• Would like advice from a doctor or travel safety specialist
• Want to learn health and safety information about a country you are visiting on weekends or break
• Need to see a doctor or mental health professional – let them know if there is a specific doctor or counselor you prefer
• Need to replace your prescription medication
• Have a medical emergency or need to visit a hospital
• Need safety and security assistance

How do I contact International SOS?

CALL the International SOS Assistance Center by clicking the blue phone button on the app or by dialing +1 215.354.5957.

• Ensure wifi calling is activated in your device settings, a wifi connection is available, and that cellular data is turned off to avoid roaming/international calling charges
• Refer to your International SOS membership card for additional International SOS phone numbers, if needed.

CHAT the International SOS Assistance Center using the app. They can call you directly if you provide your phone number.

What if I go to the doctor without contacting International SOS?

If you go directly to the doctor without contacting International SOS, you will need to pay out of pocket for the appointment and submit a claim for reimbursement directly to the health insurance provider. See the Health Insurance and Travel Assistance FAQs for more information.

Mental Health and Emotional Support

Whether you are having difficulty adjusting to a new country, experience a traumatic incident, or need to continue ongoing counseling while abroad, International SOS can help. Counseling methods are tailored to your needs: phone, video-call, or face-to-face visits.