



Travel Information Meeting February 2024



TRAVEL SERVICES

UNIVERSITY *of* WASHINGTON

Agenda

- **International SOS and Global Insurance Update**
- **Ride Share Upgrades**
- **Guidelines For After The Trip Comparisons**
- **Exception Documentation Requirements**
- **Non-Employee Travel Claim Form (Best Practices)**
- **Resort & Other Fees (Workday & Policy)**
- **Workday Updates**
- **Submitted Questions**





GLOBAL INSURANCE CHANGES - 2024

February 15, 2024

Office of Global Affairs

Ben Sommers
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UNIVERSITY *of* WASHINGTON





What is Global Insurance?

Coverage for unexpected medical incidents and significant events that require repatriation or evacuation.

Insurance Provider:
Insurance company who creates scope of coverage and pays for services
(Cigna)

Emergency Assistance Provider:
Provides on the ground assistance to impacted travelers
(International SOS)

Why?



Atlas Mountains, Morocco

A faculty-led program was in a remote village in the Atlas Mountains, outside of Marrakesh, when the 6.8 earthquake struck on September 8. Minutes after the quake, the Program Director called GTHS to confirm the safety of the students and their lack of cell reception. Due to this advanced notice, GTHS was able to put together a crisis communication plan for the emergency contacts, who were otherwise unable to reach their students, hours before news of the earthquake hit public media.

Tel Aviv, Israel

UW had multiple travelers in Israel when the Israel-Hamas Conflict broke out in early October. GTHS made contact, offered assistance, monitored their status and conducted regular check-ins. All travelers returned safely to the US.

Khartoum, Sudan

A student was approved for necessary dissertation research in Sudan. On April 15, civil war broke out in Khartoum, closing the airport and much of Port Sudan. GTHS worked with the student on their evacuation out of Sudan and ultimately assist in their relocation back to the US.

INCIDENTS AROUND THE GLOBE



Registration

Awareness

Coverage

Facilitates UW Support



Current & Future Coverage

	<u>Current (2023)</u> CISI (insurance) + OnCall (emergency assistance)	<u>Future (1/1/24)</u> Cigna + Intl. SOS
STUDENTS Medical Coverage	Yes*	Yes
STUDENTS Emergency/Evacuation	Yes*	Yes
FACULTY & STAFF Medical Coverage	No	Yes
FACULTY & STAFF Emergency/Evacuation	Yes	Yes

**with individual enrollment*



What is included in the Cigna Coverage?

- \$500K medical maximum per traveler, per year. This includes coverage for pre-existing conditions.
- \$250K medical evacuation/repatriation
- \$0 deductible, no coinsurance
- Evacuation coverage for political crises, natural disasters
- Coverage for mental health treatment

Important! Preventative care, trip delay/cancellation, high-risk activities are NOT covered. No dependent coverage.

*No individual enrollments.

WASHINGTON

How Do Travelers Access Insurance?

REGISTRATION - OGA GLOBAL TRAVEL WEBSITE

- All official international UW **student** travel must be registered.
- Registration is **strongly recommended** for faculty, staff, and other academic personnel.
 - This lets our insurance providers know that UW personnel are overseas and that they can approve care.

Graduate and undergraduate students

Curricular Travel (Student)

Examples:

Disertation or thesis research, internships, practicum, clinical electives, fellowship programs (whether or not you plan to earn credit).

REGISTER >

Non-Curricular Travel (Student)

Examples:

Travel to conferences or any other travel that is not curricular or not degree-related.

REGISTER >

Faculty, other academic personnel, and staff

Individuals On UW Official Travel (Employee)

Examples:

Faculty traveling for research (including sabbatical), travel by research staff, travel to conferences, or travel on official UW business. For more information on faculty and staff travel registration, see our [FAQs](#).

REGISTER >

Leading Non-Curricular Programs For Students (Employee)

Examples:

MBA Study Tours, travel by UW performing arts groups, other group travel that is not for credit or not for degree purposes.

REGISTER >

Instructions

To register your travel, complete the questionnaires in the checklist below, then click submit. You can view or change your itinerary by clicking on the itinerary tab above. If you have any questions about registering your travel, please contact the [UW Global Travel Security Manager](#).

Get Started!

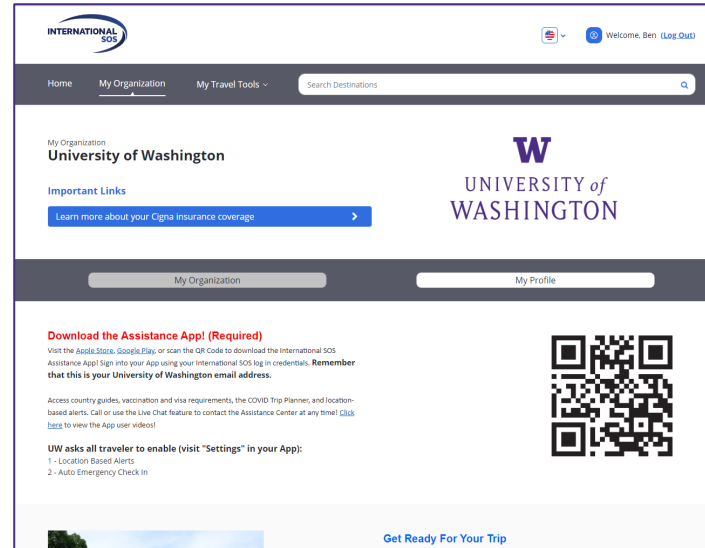
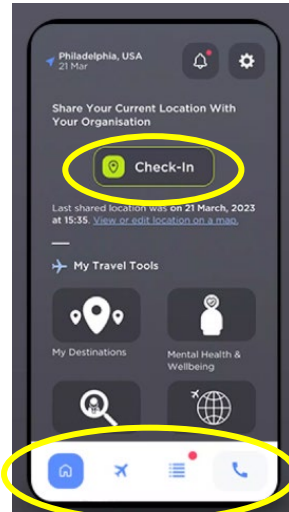
Checklist

- Travel Waiver Application- Faculty & Staff
- Cancellation Request
- Emergency Contacts for Travel Registry
- Insurance Information for UW Faculty and Staff



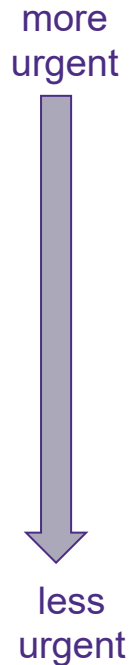
International SOS (ISOS)

1. Intl. SOS is UW's new emergency assistance provider.
2. Travelers will be prompted to set up an account with Intl. SOS (they only need to do this once).
3. They will then gain access to the **UW portal** and be prompted to download the **ISOS Assistance app**.

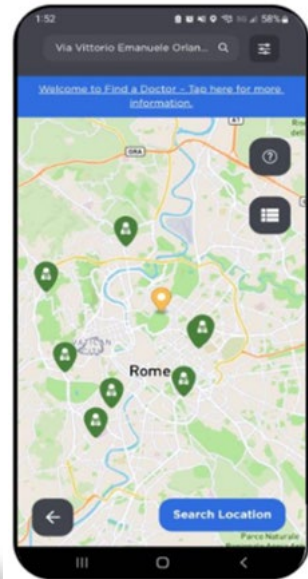
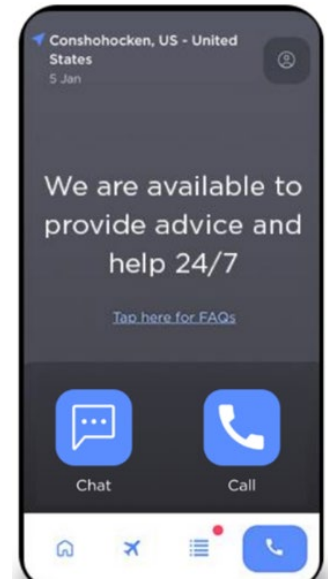




Accessing Care via ISOS



- If a traveler needs assistance:
1. For urgent, time-sensitive emergencies, **call local emergency services.**
 2. For medical assistance, **use the ISOS Assistance app** to connect with one of their 27 assistance centers via chat or phone.
 3. Find a doctor using the ISOS Assistance app.





Other Resources

UW 24/7 Global Emergency Line

- **1-206-632-0153**
- Call only in case of emergency (e.g. for help working with ISOS or to connect with UW resources)

Non-emergency questions: travelemergency@uw.edu

Health and Safety Information: [UW Global Travel website](#)

Billing/Claims

- Direct billing agreement between ISOS and Cigna
- Claims are filed directly with Cigna (link on the Global Travel website)

International SOS and Global Insurance Update

➤ **Ben Sommers (UW Global Travel)**





Ride Share Upgrades

- **Uber Comfort, Lyft Extra Comfort, Uber/Lyft XL and the Priority Pickup fee are upgrades to the standard UberX/Lyft**
- **To be reimbursed for these upgrades, a business justification is required and to be noted in the Memo field of the expense item**
- **Comparisons are not allowed for Ride Shares/Car Services**
- **Uber Cash is not a reimbursable payment method**

Ride Share Upgrades



- **If an Uber Comfort/Lyft Extra Comfort is lower in cost in comparison to the standard Uber, the traveler must screenshot at the time of booking as proof for documentation**
- **Uber does have an option to sort rides by Price**
- **There are no issues with reservations if they are the standard UberX/Lyft (if the ride is upgraded, please add business justification)**
- **Wait Time Fees are not reimbursable**

Guidelines For After The Trip Comparisons

- Same days of the week of the business
- In as far in advance as the actual ticket was booked
- Same destinations



Exception Documentation Requirements

➤ Car Rentals Upgrades

- "(BLANK) was the only OR cheapest option."



- The traveler must provide documentation from the time of booking (screenshot) that is substantiating the statement. If the documentation cannot be obtained, an economy comparison may be created and the lesser amount between the two will be reimbursed.

- Other Business Justifications

- Carpooling large groups / Hauling equipment / Research in remote areas

Non-Employee Travel Claim Form (Best Practices)

- **Download a blank copy of the form and save it on your computer**
- **Open it in Adobe Acrobat. Begin filling it out**
- **Save as new**
 - **Avoids "unchecking" glitch**

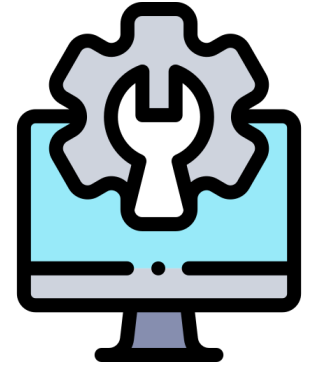


Resort & Other Fees (Workday & Policy)

- **As of the end of December 2023, Resort Fees also known as Amenity Fees and all other fees (including Service, Cleaning) are to be included in the Room Rate within Lodging Itemization**



Workday Updates



- **The new(ish) Workday Travel Dashboard!**
- **Privacy notice added to the Expense Report**
- **The new "Expenses Hub" app**
 - Old "Expenses" app leaving March 9th
- **Travel Advance reconciliation guide to be posted by end of week**

Submitted Questions



- **How to split budgets on expense items?**
- **What are the Standard Economy fare classes on various airlines? (Delta, Alaska, JetBlue, United, American)**
- **Alternatives to Flying – What is the most economic or lowest logical cost?**
- **When inputting room rates into WD, can we average the nights?**

Submitted Questions



➤ Proof of Payments

- The last four digits are not required, if it states "VISA", "Credit Card", "Cash" it is acceptable
- If there is no payment method stated and only states "PAID", a bank or credit card statement must be attached as additional documentation
- Foreign receipts – Case-By-Case basis for compliance as itemized receipts may be difficult to obtain
- Hiring a driver to navigate remote or dangerous areas?
Allowable on a Case-By-Case situation

Submitted Questions



- **Car Rental Classes: (Based on Enterprise/National)**
 - **Sedan: Economy, Compact, Intermediate, Standard, Full Size**
 - Volkswagen Jetta, Mitsubishi Mirage, Nissan Versa, Toyota Corolla, Chevy Malibu
 - **SUV: Midsize SUV, Standard SUV, Full Size SUV, Premium SUV, Electric SUV**
 - Tesla Model Y, Nissan Kicks, Hyundai Kona, Nissan Rogue, Ford Edge
 - **Van: Mini-Vans, 12-15 Passenger Vans, Cargo Van**
 - **Truck: Standard Pickup, Premium Pickup**
 - **Other: Premium/Luxury, Jeep 4x4, Convertible, Electric Cars**
 - Tesla Model 3, BMW, Mercedes Benz



Questions?



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