Travel Information Meeting
February 2024
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
Director, Global Travel Health and Safety
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?

INCIDENTS AROUND THE GLOBE

Afas Mountains, Morocco
A faculty-led program was in a remote village in the Atlas Mountains, outside of Marrakech, 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 the department's contacts, 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 travel ban. GTHS worked on an early October. GTHS made comfort, 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 21, civil war broke out in Khartoum, closing the airport and much of the city. GTHS worked with the student on their evacuation out of Sudan and ultimately assist in their relocation back to the US.

Facilitates UW Support

Registration

Awareness

Coverage
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<th><strong>Current (2023)</strong></th>
<th><strong>Future (1/1/24)</strong></th>
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<td><strong>FACULTY &amp; STAFF</strong></td>
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*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.*
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: Dissertation or thesis research, internships, practicums, clinical rotations, fellowships, programs that are not part of your plan to earn credits.
- **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 collaborative), travel by research staff, travel to conferences, or travel on official UW business. For more information on faculty and staff travel registrations, see our FAQs.
- **REGISTER**

**Leading Non-Curricular Programs For Students (Employee)**
- Examples: Study tours, travel by UW performing arts groups, other group travel that is not for credit or not for degree purposes.
- **REGISTER**

Insurance information for UW Faculty and Staff

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 OGA Global Travel Security Manager.

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

Get Started!
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.
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

UNIVERSITY of WASHINGTON
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
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?