

EA+® Extended Family Services

The following services are provided to Extended Family Members who are Traveling Away From Home as a Traveling Companion to the Member. These services are available if your Extended Family Member suffers an Injury or a sudden and unexpected illness, they are Hospitalized, and their medical condition requires these emergency services.

Hospitalization is a requirement to be eligible for some services. All services must be arranged and provided by EA+ during the emergency. Services not arranged and provided by EA+ will not be considered under this membership. No more than four (4) Extended Family Members will be covered on any one trip.

EMERGENCY TRANSPORTATION SERVICES

Emergency Medical Evacuation: If your Extended Family Member is Traveling Away From Home with you and EA+ Physicians determine, after consultation with the local attending Physician, that transportation to a Hospital or medical facility is medically necessary to treat an unforeseen illness or injury which is acute or life threatening and appropriate medical treatment is not available in the Hospital your Extended Family Member is in, EA+ will arrange and provide, at no charge to you, transportation for your Extended Family Member to the closest Hospital or medical facility capable of providing appropriate medical treatment.

Return of Minor Children: If your Extended Family Member is Traveling Away From Home with you, and their Dependent children are present but left unattended as a result of their Injury or illness, EA+ will arrange and provide, at no charge to you, one-way economy airfare to send the Dependent children back to either your or their Home. EA+ will also arrange and provide, at no charge to you, the services of a qualified escort, if recommended by EA+ Physicians.

Transportation After Stabilization:

To a Medical Facility for Continued Care: If EA+ Physicians determine, after consultation with the local attending Physician, that your Extended Family Member's condition has reached maximum medical improvement or it is medically necessary for him/her to return to his/her Home location for continued treatment of an unforeseen illness or injury which is acute or life-threatening, EA+ will arrange and provide, at no charge to you, medically necessary transportation for him/her to the Hospital or medical facility near his/her Home, capable of providing the necessary treatment.

Home to Recover: If EA+ Physicians determine, after consultation with the local attending Physician, that your Extended Family Member's condition has reached maximum medical improvement and it is medically necessary for your Extended Family Member to return Home to recover from an unforeseen illness or injury which is acute or life-threatening, EA+ will arrange and provide, at no charge to you, transportation Home for your Extended Family Member via:

1. One-way economy transportation; or
2. One-way upgraded transportation:
 - a. If deemed medically necessary by EA+ Physicians based on your Extended Family Member's condition; or
 - b. If that's the manner in which your Extended Family Member was originally scheduled to travel; and
3. A nurse or non-medical escort, based on your Extended Family Member's condition and as recommended by EA+ Physicians; and
4. Any transportation deemed medically necessary by EA+, such as ground ambulance or car transportation to/from the airport.

Return of Deceased Remains: In the event of your Extended Family Member's death while Traveling Away From Home with you, EA+ will assist in obtaining the necessary clearances for the return of your Extended Family Member's remains. EA+ will arrange the preparation or cremation and provide transportation of your Extended Family Member's deceased remains to a funeral home near his/her Home, at no charge to you.

Return of Traveling Companion: If your Extended Family Member is Traveling Away From Home with you and EA+ arranges and provides an Emergency Medical Evacuation or Transportation After Stabilization for him/her, EA+ will also arrange and provide, at no charge to you, a one-way airfare ticket for you or another of your Traveling Companions to return to either your or their Home.

If your Extended Family Member is Traveling Away From Home and EA+ returns his/her deceased remains as outlined under the Return of Deceased Remains service, EA+ will also arrange and provide, at no charge to you, an economy airfare ticket for you or another of your Traveling Companions to accompany his/her deceased remains Home.

Please Note:

- All travel arrangements must be arranged and provided by EA+.
- If you or your Traveling Companion accompanies your Extended Family Member's deceased remains Home, which is different than your Traveling Companion's Home, the Return of Traveling Companion service will cease for that Traveling Companion upon arrival at your Extended Family Member's Home.
- If your Extended Family Member is evacuated by air ambulance, EA+ will attempt to arrange for you or another of your Traveling Companions to accompany your Extended Family Member on the air ambulance, taking into consideration safety regulations and space limitations.

RV/Vehicle Return: If your Extended Family Member is Traveling Away From Home with you and needs assistance returning his/her RV/vehicle, EA+ will arrange and provide the return of your Extended Family Member's automobile, motorcycle, non-commercial truck or RV to his/her Home if:

1. EA+ arranged and provided an Emergency Medical Evacuation, Transportation After Stabilization or Return of Deceased Remains service for your Extended Family Member; or
2. Your Extended Family Member has not been transported under the Emergency Medical Evacuation, Transportation After Stabilization or Return of Deceased Remains service but your Extended Family Member's documented Injury or Illness (which does not require Hospitalization) prevents him/her from driving the RV/Vehicle.

EA+ will arrange and provide this service, at no charge to you, only if no one in your traveling party is capable of driving the RV/vehicle. The vehicle must be in good condition and capable of being safely driven on the highway in compliance with local laws. If the vehicle is an RV, EA+ will also return an additional vehicle if it was and continues to be hitched to your Extended Family Member's RV. Any costs required to maintain the safe operation of the vehicle(s) during the return will be charged to your credit card at the time of service.

Alternatively, your Extended Family Member may choose to have the RV/vehicle returned by a friend or family member. EA+ will arrange and provide, at no charge to you, a one-way economy airfare ticket and reasonable ground transportation to either the location of the RV/vehicle or to return the friend or family member to his/her Home after the RV/vehicle has been returned to your Extended Family Member's Home. If your Extended Family Member chooses to have his/her RV/vehicle returned by a friend or family member, EA+ will enter into a service contract with that individual as a service provider.

In the event your Extended Family Member qualifies for RV/Vehicle Return by virtue of number two (2) above, please see the following:

- The request for the RV/Vehicle Return service must occur at the time of your Extended Family Member's Injury or Illness while Traveling Away From Home with you.
- If your Extended Family Member chooses to have a friend or family member return their RV/vehicle, they can choose to ride to his/her Home in his/her RV/vehicle if he/she is medically cleared to do so.
- If your Extended Family Member chooses to have a professional return his/her RV/vehicle, he/she will not be able to travel as a passenger in his/her RV/vehicle for liability reasons. EA+ will assist him/her with any transportation arrangements for him/her and a Traveling Companion. However, any costs associated with his/her transportation and his/her Traveling Companion's transportation are their responsibility.
- If your Extended Family Member qualifies for an RV/Vehicle Return under this scenario, he/she does not qualify for paid transportation under Emergency Medical Evacuation nor Transportation After Stabilization to his/her Home.

DEFINITIONS:

"Dependent" means your unmarried children from birth through age 18; or through age 22 if enrolled as a full-time student in an accredited college, university, vocational or technical school; and children whose support is required by a court decree; or adult child(ren) or grandchild(ren) with mental or physical disabilities who are solely dependent for maintenance and support. Children include natural children, stepchildren and legally adopted children. They must be primarily dependent on you for support and maintenance and must live in a parent-child relationship with you. If traveling on a trip without you, Dependents are covered provided the trip does not exceed ninety (90) days.

"EA+ Physician" means physicians retained by EA+ to provide consultative and advisory services, including the review and analysis of the quality of medical care you are receiving.

"Extended Family Member" means a Member's Grandchild, Adult Child, Adult Child's Spouse, Parent, Grandparent, Brother or Sister who is traveling with the Member as a Traveling Companion.

"Home" means the locale of the address as shown on your state driver's license or state issued identification card.

"Hospital" means a facility that: (a) holds a valid license if it is required by the law; (b) operates primarily for the care and treatment of sick or injured persons as in-patients; (c) has a staff of one or more Physicians available at all times; (d) provides twenty-four (24) hour nursing service and has at least one registered professional nurse on duty or call; (e) has organized diagnostic and surgical facilities, either on the premises or in facilities available to the hospital on a pre-arranged basis; and (f) is not, except incidentally, a clinic, nursing home, rest home, drug or physical rehabilitation facility or convalescent home for the aged, or similar institution.

"Physician" means a licensed practitioner of medical, surgical or dental services, acting within the scope of his/her license. The treating Physician may not be you or a family member.

"Traveling Away From Home" means on a vacation or business trip away from your Home (by car, plane, or other mode of travel), for a purpose other than your normal daily activities or routine. Washington state residents must be traveling more than 100 miles away from Home to be eligible for EA+ services.

"Traveling Companion" means any individual traveling on the same itinerary and accompanying you on your trip for more than 50% of the time sharing the same accommodations.