



BLUE
INSURANCE

J1 TRAVEL INSURANCE

TELEDOCTOR

- Customer calls the Emergency Assistance line on +1 212 671 9004 as per normal.
- During the claim registration CEGA will medically triage the call / customer to ascertain if a telemedicine solution is appropriate
- If the customer's circumstances meet the telemedicine criteria (illness only and not injuries) then CEGA will offer this service to the customer
- If the customer accepts this invitation they will be walked through the telemedicine process which involves the customer clicking on a link (supplied by CEGA) that allows them to book a telemedicine call at a date and time of their choosing
- Insurer pays for the costs of the telemedicine consultation although the customer must pay for any associated prescription costs (and then reclaim them from the claims handler)