



maximize your MEDICAL benefits!

MEDICAL EVACUATION GUIDELINES

Medical Situation	Eligibility	CASE MANAGERS ACROSS STAFF CATEGORIES			Guiding procedure for more details and benefits
		Active staff & eligible dependents on MBP/MIP	Ex-staff and registered dependents on CMBP/CMIP*	Retired staff and registered dependents on RMBP/RMIP**	
Emergency Medical Evacuation (EME)					
Acute/severe/life threatening condition or injuries requiring immediate medical treatment that is not available locally. Destination for evacuation is usually the closest country where appropriate care can be rendered.	On mission travel, on Bank duty in country or out of duty station	Health Services (HSD)	Not Eligible	Not Eligible	Staff Rule 6.07 – Health Program and Services
	While on vacation or personal travel	Cigna	Cigna	Cigna	Cigna Procedures
Non-Emergency Evacuation (NEME)					
Chronic conditions with potential for life-threatening outcomes when appropriate treatment is not available locally. (i.e., cancer, complications of diabetes mellitus, chronic cardiovascular, pulmonary, kidney, or liver diseases; HIV/AIDS, organ and bone marrow transplants, severe psychological disorders, etc.)	Staff in duty station/location (in countries with inadequate care)	Health Services (HSD)	Cigna	Cigna	Cigna Procedures
Out-of-Country Care (OCC)					
Applies when appropriate treatment is not available locally for non-acute illnesses or treatment.	Staff in duty station/location (in countries with inadequate care)		Cigna		OCC Guidelines for MBP and MIP Travel Benefit Guidelines for MIP

* CMBP/CMIP: Continuation Medical benefits/Insurance plan, applicable to staff who have left the organization up to 36 months.

** RMBP/RMIP: Retiree Medical benefits/Insurance plan, applicable to staff who have retired from the organization.



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PROTOCOLS FOR EMERGENCY MEDICAL EVACUATIONS

Protocol for emergency medical evacuations during personal travel, for cooperation between World Bank Health Services Division (HSD), Cigna and VAB Assistance.

Intake of member call

- Call intake by HSD
HSD reviews case and confirms that member is in emergency situation during personal travel, with a possible need for evacuation. Eligibility is verified and medical information is gathered. HSD contacts VAB and hands over case, mentioning the insurance plan (MIP/MBP) and member reference number. VAB inform Cigna of new case.

Contact details HSD: +1 202 458 8888 (ask for Medical Duty Officer)

Contact details Cigna: +32 3 217 69 60 or admissions@cigna.com

Contact details VAB: +32 3 253 60 17 or help@vab.be

- Call intake by Cigna
Cigna 24/7 contact center reviews case and confirms that member is in emergency situation during personal travel, with a possible need for evacuation. Eligibility is verified and initial medical information is gathered. Cigna arranges warm transfer to VAB and hands over case. Cigna informs HSD of case transferred to VAB.

Contact details HSD: +1 202 458 8888 (ask for Medical Duty Officer)

Contact details Cigna: +32 3 217 69 60 or admissions@cigna.com

Contact details VAB: +32 3 253 60 17 or help@vab.be

VAB reviews need for evacuation and, if confirmed, initiates evacuation case. The below information is gathered and assessed:

- Type of emergency situation (technical, medical, other, etc)
- Location
- Environmental factors
- Expectations
- Options offered within the contract

If the case is deemed non-urgent, Cigna and/or HSD will be notified accordingly in order to initiate alternative programs (i.e., travel benefit (MIP) or out-of-country care (MBP)).

VAB organizes evacuation based on the agreed terms and conditions.

- VAB doctors will get in touch with treating doctors where necessary
- VAB will liaise with patient, dependants, travel companions, service providers, correspondents, airline companies, air ambulances, embassies etc.
- VAB checks for reasonable and customary expenses based on Cigna provider network

Case is escalated to Cigna for final decision if there is a disagreement or lack of clarity between VAB and the member.