

# INTERNATIONAL SOS

## Provider Guide

### WELCOME TO INTERNATIONAL SOS

#### WHO ARE WE?

International SOS (“Intl.SOS”) is the world’s leading health and security services company. We care for clients across the globe, from more than 1,000 locations in 90 countries. Through Assistance Centers around the world, Intl.SOS offers a wide range of services such as emergency assistance, international healthcare, security, customer care, health and other related services to our clients’ workforce / employees and others who may subscribe to its services (“Subscription”). The terms of each Subscription may vary by client and individual.

Your organization has been included in a global database of high-quality health and security providers (“Providers”) which Intl.SOS maintains to provide services to its clients. Any of the Intl.SOS Assistance Centers may contact you as a Provider directly in the context of such services. Intl.SOS wants to make sure that Providers are properly compensated for the services they provide to Intl.SOS clients. To achieve this, Providers must ensure they have carefully read and follow the instructions received from Intl.SOS, as the activation and claims processes may differ slightly.

For more information click on <https://www.internationalsos.com>.

Intl.SOS manages the TRICARE Overseas Program where claims follow a different authorization and submission process.

For TRICARE support please visit <http://www.tricare-overseas.com/providers/claims>.

Intl.SOS also manages other specific programs, with dedicated teams and contacts. For any questions related to these, please always liaise with your dedicated POC or your Network Services main POC (Click [here](#) to find your main POC).

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## WHO ARE OUR CLIENTS AND WHAT IS A “SUBSCRIBER”?

Intl.SOS Group of Companies is trusted by over 12,000 global clients, including governments, multi-national corporate clients, mid-size enterprises, educational institutions, and NGOs. Intl.SOS offers a wide range of subscription services to various corporate clients, who purchase Health and/or Security Assistance subscription services to cover a given population of their employees (“Subscribers”). The terms of each Subscription may vary by client.

Pursuant to their employer’s Subscription with Intl.SOS, individual employees of such clients (Subscribers) may contact Intl.SOS to seek health or security assistance and other services. Intl.SOS will support these Subscribers, often by referring them to our network of Providers.

## WHEN WILL AN Intl.SOS ASSISTANCE CENTRE CONTACT YOU?

- o To schedule an appointment on behalf of one of its Subscribers.
- o To advise the Provider about a Subscriber requiring urgent assistance and/or admission.
- o To make the necessary arrangements for payment of services on behalf of our Subscribers.
- o To ask you for verbal and/or written reports so that we can keep our relevant corporate clients, the Subscriber’s families or the Subscriber’s insurers informed. Intl.SOS will generally obtain authorization from a Subscriber to release medical and other personal information before contacting a Provider’s treating medical officer is asked for an update.
- o To schedule a service or deliverable on behalf of its Subscribers.
- o Where there is an information requirement relating to the situation in-county.

## WHEN SHOULD I CALL AN Intl.SOS ASSISTANCE CENTRE?

Individual Subscribers or Managers within a client’s organization generally contact Intl.SOS prior to seeking health or security assistance from our network of Providers, allowing us to make the necessary arrangements in advance. Providers are kindly requested to contact Intl.SOS:

- o In the event of an emergency where a Subscriber arrives without a referral from Intl.SOS, and claims that they are covered by an Intl.SOS Subscription.
- o In the event the Provider wishes to request a written Guarantee of Payment (“GOP”) with respect to anticipated costs and fees the Provider may incur in providing requested services or support (“Services”) to a Subscriber.
- o In the event of a Subscriber presenting himself / herself directly to schedule an appointment as a Subscriber of Intl.SOS - without a GOP the Provider should confirm if Intl.SOS will be issuing a GOP. Services covered should be confirmed on a case-by-case basis.
- o In the event of a Subscriber or client contacting a Provider directly regarding a Service which Intl.SOS has already engaged the Provider on.
- o To confirm that specific Services being requested by a Subscriber are covered by the relevant subscription (on a case-by-case basis).
- o To request an updated GOP from Intl.SOS should the expenses exceed the amount originally approved.

## WHAT INFORMATION IS REQUIRED WHEN CONTACTING AN Intl.SOS ASSISTANCE CENTRE?

When contacting Intl.SOS, please have the following information at hand:

- o Subscriber’s or client’s full name contact number and ID / Passport number;
- o Name of the Subscriber’s employer (i.e. Intl.SOS client);
- o Name and contact number of the treating medical officer;
- o Medical treatment / special examinations required;
- o Current medical condition of the Subscriber;
- o Current status of the security task and relevant case number if known.

The Provider may also use any of the phone numbers specified on the Subscription card to contact Intl.SOS. For prompt responses to case related or payment queries, the Provider should refer to the contact details on the GOP.

## **WHAT IS A GUARANTEE OF PAYMENT (“GOP”) LETTER?**

A GOP is a formal written contract whereby Intl.SOS guarantee to pay the Provider on behalf of our client for the expenses incurred by Subscribers according to the terms and conditions stipulated in the document. Intl.SOS acts as the intermediary to process the Provider’s invoices and facilitate payment thereof, as paying agent acting on behalf of our client.

## **WHAT HAPPENS WHEN Intl.SOS PROVIDES A GOP?**

Where Intl.SOS provides a GOP on behalf of a client, the Services, amounts and individuals covered by the client’s subscription with Intl.SOS’ are confirmed to the Provider in writing. The GOP will be sent to the Provider, explaining the process of invoicing. Intl.SOS may set a limit on the fees which will be covered by the GOP.

The terms and Services covered for each Subscription or Service agreement vary and should be confirmed on a case-by-case basis. In some cases, the Subscriber may need to pay a certain amount directly to the Provider, and in some cases Intl.SOS will not provide a GOP. The Services to be covered (or excluded) and the fee limit are stipulated in the GOP letter.

Once you are ready to invoice the Services covered by the GOP, please send your original invoice to Intl.SOS according to the instructions provided on the GOP. Intl.SOS acts as the intermediary to process the Provider’s invoices and facilitate payment thereof, as paying agent acting on behalf of our client.

## **DOES Intl.SOS GOP COVER ALL SERVICES RENDERED?**

The Services covered by a GOP vary from client to client and should be confirmed on a case by case basis. The Services to be covered (or excluded) and fee limits are stipulated in the GOP letter.

If the fees charged exceed the specified GOP amount, the GOP will not cover reimbursement to the Provider of the excess unless the Provider informs Intl.SOS in advance and receives an increase in the approved amount before incurring additional expenses. If approved, the Provider will receive a revised GOP.

## **WHAT HAPPENS WHEN Intl.SOS DOES NOT PROVIDE A GUARANTEE OF PAYMENT?**

If Intl.SOS does not provide a GOP on behalf of a client, Intl.SOS will advise the Provider of the entity or person who will cover the costs of the Services, and where applicable, an appropriate guarantor. In some cases, this may be an insurance company or the Subscriber (s) or client(s) themselves.

Intl.SOS will not be responsible for costs incurred by a Subscriber or client if Intl.SOS did not issue a GOP on behalf of the client. The Provider is also not obligated to extend discounts agreed with Intl.SOS to the Subscriber(s) or client(s) in such cases.

## **WHERE DO I SUBMIT MY INVOICES TO?**

Please submit your invoice electronically as instructed in the GOP document. Invoices should be addressed directly to the Intl.SOS legal entity as it is stated in the GOP letter.

## WHAT ARE THE MINIMUM CRITERIA FOR SUBMITTING INVOICES TO Intl.SOS?

Invoices submitted to Intl.SOS should be clear, legible and include the following:

- o One invoice and one claim form per Subscriber;
- o Provider's name and address;
- o Tax information as per local requirements;
- o GOP reference number and Case Number;
- o Invoice Number and Invoice Date;
- o Service date/period (from and to);
- o Itemized service description or procedure codes;
- o Gross, discount, net amount after discount or explicit discount statement, where applicable.

## WHICH FORMAT SHOULD I SUBMIT INVOICES IN?

Our standard and preferred format is via an electronic system generated invoice in PDF format sent via email, unless instructed otherwise in the GOP letter. No need to attach the GOP letter itself as soon as the GOP Number is referenced in the invoice.

## WHEN CAN I EXPECT PAYMENT FOR INVOICES SUBMITTED TO Intl.SOS?

Intl.SOS acts as the intermediary to process the Provider's invoices and facilitate payment thereof, as paying agent acting on behalf of our client. Payments are made according to credit terms agreed with you from the date the invoice is received in the next payment run. Where we do not have a written agreement, payment will be made 45 days from date of receipt of the invoice, in the next payment run. Payments will only be made for services authorized in the GOP letter.

Delays in payment may occur due to the Provider's failure to meet the minimum criteria for submitting invoices to Intl.SOS and/or where Providers fail to follow the instructions included in the GOP letter.

## WHAT IS REQUIRED FOR TIMELY PAYMENT? WHAT ARE THE MINIMUM CRITERIA FOR SUBMITTING INVOICES TO Intl.SOS?

- o Intl.SOS requires a clear electronic copy of the invoice sent to the email address stated on the GOP. If this is not possible, the Provider should courier or post the paper format invoice to the address stipulated on the GOP. Sending invoices in paper format could extend the payment timeline.
- o Invoices should be submitted to the correct Intl.SOS legal entity and addressed as it is stated on the GOP and/or directly to the Subscriber where indicated as such.
- o Invoices must be clear and legible, adhering to the amount limit and instructions stated on the GOP.
- o Invoices should be submitted within the timeframe stipulated in the GOP.
- o Accurate banking details are required to successfully pay Providers. Should anything change, the Provider should return an updated "Master Data Form" with the relevant invoice and copy of the GOP. Click to [here](#) download a copy of the form.

## HOW FREQUENT DOES Intl.SOS PAY PROVIDERS?

Payment runs vary from country to country. However, most run at least two payment cycles per month. The two cycles are typically in the middle and at the end of the month.

To ensure invoices are paid in-time please refer to "[WHAT IS REQUIRED TO ENSURE PAYMENT ON TIME?](#)" and "[WHEN CAN I EXPECT PAYMENT FOR INVOICES SUBMITTED TO Intl.SOS?](#)"

## WILL I RECEIVE A REMITTANCE FROM Intl.SOS?

Remittance advices are not sent automatically by Intl.SOS or by 3<sup>rd</sup> parties, and you may therefore not receive a remittance advice for payments made to you. Should you require a remittance advice, please contact the relevant Intl.SOS Finance Department as per the details provided in the GOP received.

## WHAT INFORMATION WILL BE REQUIRED BY Intl.SOS WHEN YOU CONTACT THEM TO QUERY PAYMENT?

When contacting the Claims Department via email to enquire about your payment status, please have the following information at hand:

- Invoice number;
- GOP reference number and Case number;

## WHEN WILL A CLAIMS DEPARTMENT CONTACT YOU?

The claims department could contact you directly regarding any invoice, payment or other finance related queries.

## HOW DO I BECOME AN Intl.SOS NETWORK PROVIDER, IF NOT ALREADY ONE?

Contact the **Network Services Department** in your region if you are interested in becoming an Intl.SOS network Provider. The Network Services team will request the necessary information and documentation from you for credentialing purposes.

Selection into Intl.SOS network is at Intl.SOS' discretion based on factors such as capability, service quality, and suitability of your service, location and costs. We are especially receptive to Providers that have track records of serving both local communities and foreign nationals.

Provider data is maintained in a central data base in accordance to the process set out in our [Providers Privacy Notice | International SOS](#)

We expect successful Providers to comply with our Provider Code of Conduct which is accessible by clicking [here](#).

## SHOULD I HAVE A FORMAL AGREEMENT SIGNED WITH Intl.SOS?

Successful Providers are approached to sign formal agreements with Intl.SOS before being included into Intl.SOS' network covering the terms and conditions of services to be provided, credit terms, fees, discounts etc. Where a written agreement cannot be achieved, Intl.SOS may continue to do business with a Provider based on a verbal agreement.

## WHAT ARE THE RESPONSIBILITIES OF A NETWORK PROVIDER?

Intl.SOS expects all network Providers to comply with all the applicable local laws and adhere to the highest ethical standards. Providers are required to ensure that the Intl.SOS Provider Code of Conduct is communicated throughout their organization and for making it available to their employees.

## KEY CONTACTS

**For case-related queries** e.g. to confirm services to a Subscriber, request a GOP or submit a medical report, please contact (i) your local Assistance Centre, or (ii) the Assistance Centre shown in the Subscriber's Intl.SOS subscription card, or (iii) the Assistance Centre identified in the GOP. Click [Discover our Locations | International SOS](#) to find your **Local Assistance Centre**.

**For claims or payment queries** please refer to the **instructions in the GOP**.

**For all other general queries** e.g. to become an Intl.SOS network Provider, to update your information or to submit credentials you may contact the **Network Services Department in your region** (Click [here](#) to find your main POC).

## SAMPLE OF GOP

To  
Provider ID  
Provider's Name  
Address/Contact details

Our Ref No:  
GOP No:  
GOP Date:  
Pages:

GJNBXXX  
2XXXX/XXXXX  
00-MM-YYYY  
Page 1

**Guarantee of Payment for hospitalization: SURNAME first name, DOB: DD/MM/YYYY**

**Total Guaranteed Amount: USD 100.00 (One Hundred US Dollar (USD) Only)**

This is to confirm our request for admitting the above patient to a <type of room> in your hospitalization <Date of admission> under the care of <Name of treating doctor>

**Inclusions:**

- Reasonable and necessary expenses at your facility during the above specified date(s)

**Exclusions:**

- Excess amount to be borne by patient: <NIL or USD XXX>
- Any services not mentioned in this Guarantee

**Contact Details:**

To submit your electronic invoice, please email to:

[XXX.claims@internationalsos.com](mailto:XXX.claims@internationalsos.com)

For any invoice or payment related queries, please email to:

[XXX.apquery@internationalsos.com](mailto:XXX.apquery@internationalsos.com)

For case related queries, please reach out to the assistance centre at:

[XXX@internationalsos.com](mailto:XXX@internationalsos.com) or call at +X XXX XXX XXXX

**Billing Instructions:**

Please submit invoices **electronically** to the above email address within thirty (30) days from the completion of services provided. Invoice should be clear electronic copy created from the original invoice; any illegible copies may be rejected.

Please ensure the following are included on all invoices:

- Name of patient;
- Our Ref No and GOP No: GJNBXXXT2XXXXX/XXXXX;
- Your Name and/or Logo and VAT/GST number;
- Itemized invoice including service description, service dates and visible discounts

To appear on Invoice	If email is not possible, please post to:
International SOS XXX < Address > VAT Number: < 000000 >	International SOS Global Corporate Services Attn: Operations Billing < Address >

For details about partnering with International SOS and the billing procedure, please refer to:

<https://www.internationalsos.com/about-us/providers>

If this is your **first Guarantee of Payment** or if any of your finance details have changed, please complete the [Provider Master Data Form](#) and return via email to avoid any delay in payments.

Thank you for your co-operation.  
Name of CSE / International SOS

This is a computer-generated statement and no signature is required. The facsimile copy of this letter shall have the same effect as an original. No originals will be sent.

## SAMPLE OF Intl.SOS SUBSCRIPTION CARD

Below is a sample of an INTL.SOS Subscription Card.

