

# INTERNATIONAL SOS

## Provider Guide

### WELCOME TO INTERNATIONAL SOS

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#### WHO ARE WE?

International SOS (“Intl.SOS”) is the world’s leading Medical and Travel Security Risk Services Company. We care for clients across the globe, from more than 1,000 locations in 90 countries.

Intl.SOS is an organization with 26 Assistance Centers throughout the world, offering emergency assistance, international healthcare, security, customer care, medical and other related services to travelers, expatriates and others who may subscribe to its services. For more information click on <https://www.internationalsos.com>

Any of these 26 Assistance Centers (“Intl.SOS Legal Entities”) may contact you directly. Please read and follow carefully the instructions you receive from Intl.SOS, as the activation and claims processes may differ.

Please note that Intl.SOS also manages the TRICARE Overseas Program where claims administered by WPS in Madison (WI) follows a different authorization process.

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

The information included in this document is intended to make working with Intl.SOS as simple as possible and to ensure a seamless experience for our members, your patients.

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

Intl.SOS Group of Companies is trusted by over 11,000 global clients, including governments, multi-national corporate clients, mid-size enterprises, educational institutions and NGOs. Intl.SOS offers a wide range of services to various clients, who purchase Medical and/or Travel Security membership to cover a given population (“Members”). The terms of each Membership may vary by client and individual Members generally contact Intl.SOS prior to seeking medical assistance from our network of Providers.

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

An Intl.SOS Assistance Centre may contact you to:

- Schedule a consultation on behalf of one of its Members.
- Advise you about a member requiring urgent medical assistance and/or admission.
- Make the necessary arrangement for payment of services on behalf of our Members.
- Ask you for verbal and/or written medical reports so that we can keep our clients, the Members’ family or the Members’ insurer informed. Intl.SOS will obtain authorization from a Member to release medical information before contacting the treating medical officer for an update.

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

Individual Members generally contact Intl.SOS prior to seeking medical assistance from our network of providers allowing us to make the necessary arrangements in advance.

You are kindly requested to contact Intl.SOS:

- In case of an emergency where a member arrives without a written guarantee of payment from Intl.SOS, to validate membership and to request a written guarantee of payment.
- In case a member presents himself / herself directly to schedule an appointment as a member of Intl.SOS - without a letter of guarantee - to validate terms of the membership and to confirm whether Intl.SOS will issue a guarantee for payment or not. Services covered should be confirmed on a case by case basis.
- To request an updated guarantee of payment from Intl.SOS should the medical expenses exceed the original amount approved.

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

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

- Members name, surname, contact number and ID / Passport number
- Name of the member’s employer
- Name and contact number of the treating medical officer
- Medical treatment / special examinations required
- Current medical condition of the Member

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

A GOP letter is a formal written contract whereby Intl.SOS agrees to pay for the expenses occurred by our Members as per the terms and conditions stipulated in the document.

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

Where Intl.SOS provides a guarantee of payment, the services, amounts and individuals covered by our Membership is confirmed to you in writing. A written document - a GOP - is sent to you, explaining how to invoice Intl.SOS and sets a limit on the amount of fees Intl.SOS will pay.

The terms of each membership or service agreement vary, in some cases the Member may need to pay a certain amount directly to you and in some cases Intl.SOS will not provide a GOP. If your fees exceed our GOP, we will not reimburse you unless you inform Intl.SOS to seek an increase in the GOP amount. If approved, you will receive a revised GOP.

Once you are ready to invoice Intl.SOS, please send your original invoice and a copy of the GOP to Intl.SOS according to the instructions provided on the GOP.

## **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 limit are stipulated in the GOP letter.

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

If Intl.SOS does not provide a GOP, Intl.SOS will advise you of an appropriate guarantor. In some cases, this may be an insurance company or the Member themselves. Please note Intl.SOS will not be responsible for cost incurred by a Member for your services if we did not issue a GOP.

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

Please follow the Billing Instructions in the GOP letter issued to you. Invoices should be addressed directly to the Intl.SOS legal entity stated in the GOP letter and not to the Member.

Please submit your invoice electronically as instructed in the GOP document.

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

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

- Provider's name and address - one invoice per Member.
- Member's first name and surname
- GOP and/or Case Number (included on the GOP)
- Dates of service (from ... to, if necessary)
- Service procedure code and/or service description (per item)
- Gross, discounts and net amount (after discount) or explicit discount statement where available
- Member's signature where applicable (refer to instructions on GOP)

## 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. If this is not possible, we will accept a hardcopy original invoice couriered or mailed to Intl.SOS' address.

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

Payments are made according to credit terms agreed with you from the date the invoice is received by Intl.SOS in the next payment run. Where we do not have a written agreement, payment will be made 45 days from date Intl.SOS receives the invoice, in the next payment run. Payments will only be made for services authorized in the GOP letter.

## WHAT IS REQUIRED FOR TIMELY PAYMENT?

- Timely invoice submission - the sooner an invoice is received, the sooner it will be paid. Invoices received after the cut-off time stipulated in the GOP letter, may not be paid.
- Invoices submitted electronically via email are processed first over hardcopy invoices.
- Accurate banking details. Should anything change or where in doubt, please send your up-to-date banking details with your invoice.
- Submit your invoice to the correct Intl.SOS legal entity and address as stated in the GOP.
- Invoices must be clear, legible and adhering to the amount limit and instructions stated in the GOP. Otherwise, invoices may be returned to you resulting in delayed payment.

## HOW FREQUENT DOES Intl.SOS PAY PROVIDERS?

Intl.SOS 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?

Automatic remittance advices are not sent by Intl.SOS 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 I CALL TO QUERY PAYMENT?

When calling Intl.SOS Claims Department to enquire about your payment status, please have the following information at hand:

- First name and surname of the Member
- Invoice number
- Copy of GOP and Case Number.
- Bank details (Bank Name, Account name, Account Number, SWIFT code), using the Master Data Form. Click [here](#) to download a copy of the form.

## WHEN WILL AN Intl.SOS CLAIMS DEPARTMENT CONTACT YOU?

Our central claims departments - based in Prague and Kuala Lumpur - 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 **Provider Network Management Department** (internally referred to as the Global Assistance Network ("GAN") Department) in your region if you are interested in becoming an Intl.SOS network provider. The Provider Network Management 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. We expect successful Providers to comply with our Provider Code of Conduct in English and other eight (8) foreign languages which is accessible by clicking [here](#).

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

All 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 adhere to the highest ethical standards when conducting business. Providers are required to ensure that the Intl.SOS Provider Code of Conduct is communicated throughout their organizations and to make the Intl.SOS Provider Code of Conduct available to their employees.

## KEY CONTACTS

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

For queries relating to invoices and payment please refer to the instructions in the GOP. Please do not contact the Assistance Centre or the Provider Network Management Department as they do not have the necessary access to invoice-related information.

For **general provider network support** e.g. to become an Intl.SOS network provider, to update your information or to submit credentials you may contact the Provider Network Management Department in your region. Click [here](#) to find your provider network support point of contact.

**SAMPLE OF GOP**

WORLDWIDE REACH.  
HUMAN TOUCH.



To  
Provider D  
Provider's Name  
Address/Contact details

Our Ref No: GJNBXXX  
GOP No: 2XXXX/XXXXX  
GOP Date: 00-MM-YYYY  
Pages: Page 1

**Guarantee of Payment for Hospitalization: Member's 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 hospitalisation <Date of admission> under the care of <Name of treating doctor>

**Inclusions:**

Reasonable and necessary medical 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: <'xxx' depending on the centre>**

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.ap@internationalsos.com](mailto:xxx.ap@internationalsos.com)

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

[xxx@internationalsos.com](mailto:xxx@internationalsos.com) or call at +XX XXX XXX XXX

**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: GJNBXXX I 2XXXX/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 >	International SOS Global Corporate Services
VAT Number: < 000000 >	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 MEMBERSHIP CARD

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

