INTERNATIONAL SOS
Provider Guide

WELCOME TO INTERNATIONAL SOS

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 authorisation 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.

- WHO ARE OUR CLIENTS AND WHAT IS A “MEMBER”?  
- WHEN WILL AN INTL.SOS ASSISTANCE CENTRE CONTACT YOU?  
- WHEN SHOULD I CALL AN INTL. SOS ASSISTANCE CENTRE?  
- WHAT INFORMATION IS REQUIRED WHEN CONTACTING INTL.SOS ASSISTANCE CENTRE?  
- WHAT IS A GUARANTEE OF PAYMENT (“GOP”) LETTER?  
- WHAT HAPPENS WHEN INTL.SOS PROVIDES A GOP?  
- DOES INTL.SOS GOP COVER ALL SERVICES RENDERED?  
- WHAT HAPPENS WHEN INTL.SOS DOES NOT PROVIDE A GOP?  
- WHERE DO I SUBMIT MY INVOICES TO?  
- WHAT ARE THE MINIMUM CRITERIA FOR SUBMITTING INVOICES TO INTL.SOS?  
- WHICH FORMAT SHOULD I SUBMIT INVOICES IN?  
- WHEN CAN I EXPECT PAYMENT FOR INVOICES SUBMITTED TO INTL.SOS?  
- WHAT IS REQUIRED FOR TIMELY PAYMENT?  
- HOW FREQUENT DOES INTL.SOS PAY PROVIDERS?  
- WILL I RECEIVE A REMITTANCE FROM INTL.SOS?  
- WHAT INFORMATION WILL BE REQUIRED BY INTL. SOS WHEN I CALL TO QUERY PAYMENT?  
- WHEN WILL AN INTL. SOS CLAIMS DEPARTMENT CONTACT YOU?  
- HOW DO I BECOME A NETWORK PROVIDER, IF NOT ALREADY ONE?  
- SHOULD I HAVE A FORMAL AGREEMENT SIGNED WITH INTL.SOS?  
- KEY CONTACTS  
- SAMPLE OF MEMBERSHIP CARD  
- SAMPLE OF GOP
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. You are also not obligated to extend the discount agreed with INTL.SOS to the Member in such cases.

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.

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 applicable.
- Member’s signature where applicable (refer to instructions on GOP)

WHICH FORMAT SHOULD I SUBMIT INVOICES IN?

Please follow the instructions on the GOP letter. The following invoice formats are accepted by INTL.SOS:

- An electronic system generated invoice in PDF format sent via email
- An hardcopy original invoice couriered or mailed to INTL.SOS’ address
Where possible, we prefer invoices submitted via email as it speeds up the payment process and reduce the need to update records manually.

**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 in the next payment run 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 generally 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 Code of Conduct.

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.

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.
Guarantee of Payment for Doctor Appointment

To:
SPIN ID <Provider Name> <Address>

Our Ref No: FJNBXXX
GOP No: 1XXXXX/1XXX
 GOP Date: 07-Jun-2019
Pages: Page 1

SERVICE(S) RENDERED IN RESPECT OF: Member’s name (AGE: XX)

This is to confirm the appointment for the above patient at your facility on <Date of service>

Total Guaranteed Amount: <USD XXX (value in words)>

Inclusions:
Reasonable and necessary medical expenses for <TYPE OF TREATMENT or DIAGNOSTIC PROCEDURE> at your facility during the above specified dates.

Exclusions:
Telecom and other miscellaneous charges. Excess fees to be borne by patient: <NIL>

Case Related Queries:
- Please reach out to assistance centre at: xxx@internationalsos.com

Billing Instructions:
Please ensure the following are included on all invoices:
- GOP Number (this should be treated as the PO);
- Your Name or Logo & VAT/GST number;
- Name of Patient;
- Itemized Invoice including Service Description & Service Dates
- Visible discount on the invoice if such agreement is in place.

Please send all invoices to xxx.claims@internationalsos.com (Originals only, scanned copies will be rejected).
If required a postal address is shown below however invoices sent by post may result in delayed payment;

| Address: XXX SOS Assistance (Proprietary) Ltd <Address> VAT Number: <00000> | If email not possible, please post to: International SOS Global Corporate Services <xxx>; Attn: Operations Billing <Address> |

If this is your first GOP or if any of your finance details have changed please ensure you complete and return via email the “Provider Master Data Form”. Please note failure to receive this could result in delayed payment of invoices.

For any invoice or payment related queries please email at xxx.ap@internationalsos.com ensuring to quote both the invoice and GOP number in your email.

Yours sincerely,

CSE’s Name
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.