

FMCAssist Emergency Medical Evacuation and Travel Assistance Plan

FMCAssist is an association-paid member benefit. No sign-up is required. Just join FMCA and you are covered. FMCA is the only RV club to offer such a benefit to its membership. Go to <http://www.fmca.com/benefits/fmcassist.html> for full details.

Highlights of FMCAssist include:

- emergency evacuation/repatriation
- emergency medical reunion
- return of mortal remains
- return of dependents
- RV/vehicle return (limited to North America)
- pet return

FAQ's (Frequently Asked Questions):

- 1. When are you covered?** 100 miles from home, but no restrictions of mileage for full-timers.
- 2. Do you have to be in your motorhome?** No, you are covered on any trip for business or leisure travel.
- 3. Are you covered outside the continental United States?** Yes, you are covered anywhere in the world -- on cruises, by air travel, or by car -- provided you meet the other requirements in the insurance policy.
- 4. Can you take your coach for medical care and expect FMCAssist to get your coach home if something happens and you can't drive home?** No, this is one of the exclusions listed in the insurance policy.
- 5. Should you contact Seven Corners Insurance or FMCA for using FMCAssist?** Always contact Seven Corners Insurance directly to get approval in using this program. Your FMCA member number and name is all Seven Corners needs to verify your eligibility. Once confirmed as an FMCA member, you will be assigned an agent to provide guidance in fulfilling the terms in the contract.
- 6. Can I be reimbursed for expenses I pay myself or for arrangements I make myself?** No, you must contact Seven Corners Insurance first for approval and instructions. You cannot "file a claim" for reimbursement after the incident.

Items you may need to have available in your coach in an emergency and/or actions to take:

1. FMCA membership number (put in your smart phone for quick reference).
2. **Seven Corners Insurance number, 1-877-202-4176** U.S. or Canada; call collect worldwide: 317-582-2619.
 - a. In an emergency, call 911 first, then contact Seven Corners Insurance as soon as the situation is under control.
 - b. If in doubt of the needs of the patient, call Seven Corners Insurance to get a claim started even if it ends up not being used.
3. List of prescription and over-the-counter drugs for everyone in coach and put it in your smart phone.
4. Veterans need copies of their DD Form 214, Certificate of Release or Discharge from Active Duty.
5. Copy of trust documents or medical power of attorney or "Do Not Resuscitate" instructions and any other such documents.
6. List of "Points of Contact".
 - a. Prioritize friends and family who need to be contacted.
 - b. Include phone numbers and email addresses for each contact.
7. What to do with the Points of Contact list:
 - a. All on this list needs to be told to FMCAssist.
 - b. Place a list in coach or in luggage that will be easily accessible by emergency personnel or friends.
8. Medical insurance cards and physician's phone numbers and addresses (put in your smart phone for quick reference).
9. Information needed in case of death:
 - a. Full name of deceased.
 - b. Residential address of deceased.
 - c. Date of birth of deceased.

- d. Marital status.
- e. Citizenship.
- f. City of county of birth of the deceased.
- g. State and county of birth of the deceased.
- h. Social Security Number of the deceased.
- i. Occupation of deceased prior to retirement.
- j. Spouse's full name.
- k. Full name of the mother of the deceased.
- l. Full name of the father of the deceased.

10. Be thinking of who might be your representative to Seven Corners Insurance (if needed).

Additional information for veterans (found on DD Form 214):

- 1. Service number if other than Social Security Number.
- 2. Wars and/or conflicts in which the deceased participated.
- 3. Date deceased entered service.
- 4. Place deceased entered into service.
- 5. Date deceased was discharged from service.
- 6. Please deceased was discharged from service.
- 7. Military service and rank.

Items to consider prior to repatriation of Motorhome and Tow Car and Pets:

- 1. It will take at least 48 hours after requesting to move a coach before a driver will be available.
- 2. Have a check list of actions to complete before moving your coach.

3. Actions you do that others might not know (e.g. your tow car is modified differently from what is shown in the vehicle manufacturer's manual).
4. Have all keys for coach and car available to provide to the company moving your coach -- otherwise, a locksmith will be needed.
5. Create a check list or instructions for setting up your car for towing.
6. Have pictures taken inside and outside of your coach before assigning your coach for transporting.
7. Insure someone is available to release your coach for transport.
8. Have someone at the receiving and available to meet the driver transporting your coach home and authorized to sign documents.
9. Special instructions for care of your pets.
10. Have the pet documents available to cross the borders of North America.
11. Have someone receive your pets upon delivery.
12. Note: Professional drivers do not smoke or sleep in your coach.

Helpful Hints:

1. In your smart phone put names of friends and family whom you want contacted under "ICE" (In Case of Emergency). Most new phones have an emergency key when you turn it on that accesses ICE information even if your phone has a password lock.
2. Keep a note pad of all calls made concerning your emergency situation. Be sure to get the name of the person and phone number so you can call them back. List each date and time you call so there is a chronological record of the notes of your conversations.
3. Many emergency services provide vials for information that can be placed in your coach freezer. Emergency responders are trained to look in the freezer for that information. If you have more information than can fit in that vial, then reference the location of the folder or binder that contains it.
4. Current FMCA membership is key to your FMCAssist Insurance coverage.
 - a. Keep your membership paid in advance.
 - b. You can pay 4 years in advance and get on year free (5 years total).

c. There is only one notice sent that your membership is coming due.

d. Your FMCA membership expiration date is shown on your FMCA magazine label.

5. Tell friends and family about FMCAssist. If everyone in the coach is incapacitated, then someone outside the coach needs to notify Seven Corners Insurance to get the coverage you may need.

6. Tell everyone you know and meet who owns a qualified motorhome for FMCA about the benefits of FMCAssist included in your dues. Getting more members in FMCA will help justify FMCA's continued inclusion of FMCAssist as part of our membership dues. This is the greatest recruiting tool for getting new members.

[This information was provided by Rett Porter, Beaver Ambassador Club National Director.]