



# Tel Aviv University PassportCard Relocation User Guide International School Foreign Students Plan

Underwritten by DavidShield  
Insurance Company Ltd.

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# PassportCard International Health Insurance

PassportCard Relocation is pleased to welcome you to our insurance plan!

This User Guide is designed to provide you with a detailed description, allowing for the best possible service. Please read carefully the following guidelines and explanations as to how to use the insurance benefits and how to access medical services through the largest in-network provider in Israel, "Clalit Health Services".

## SELF-SERVICE APP/WEBSITE

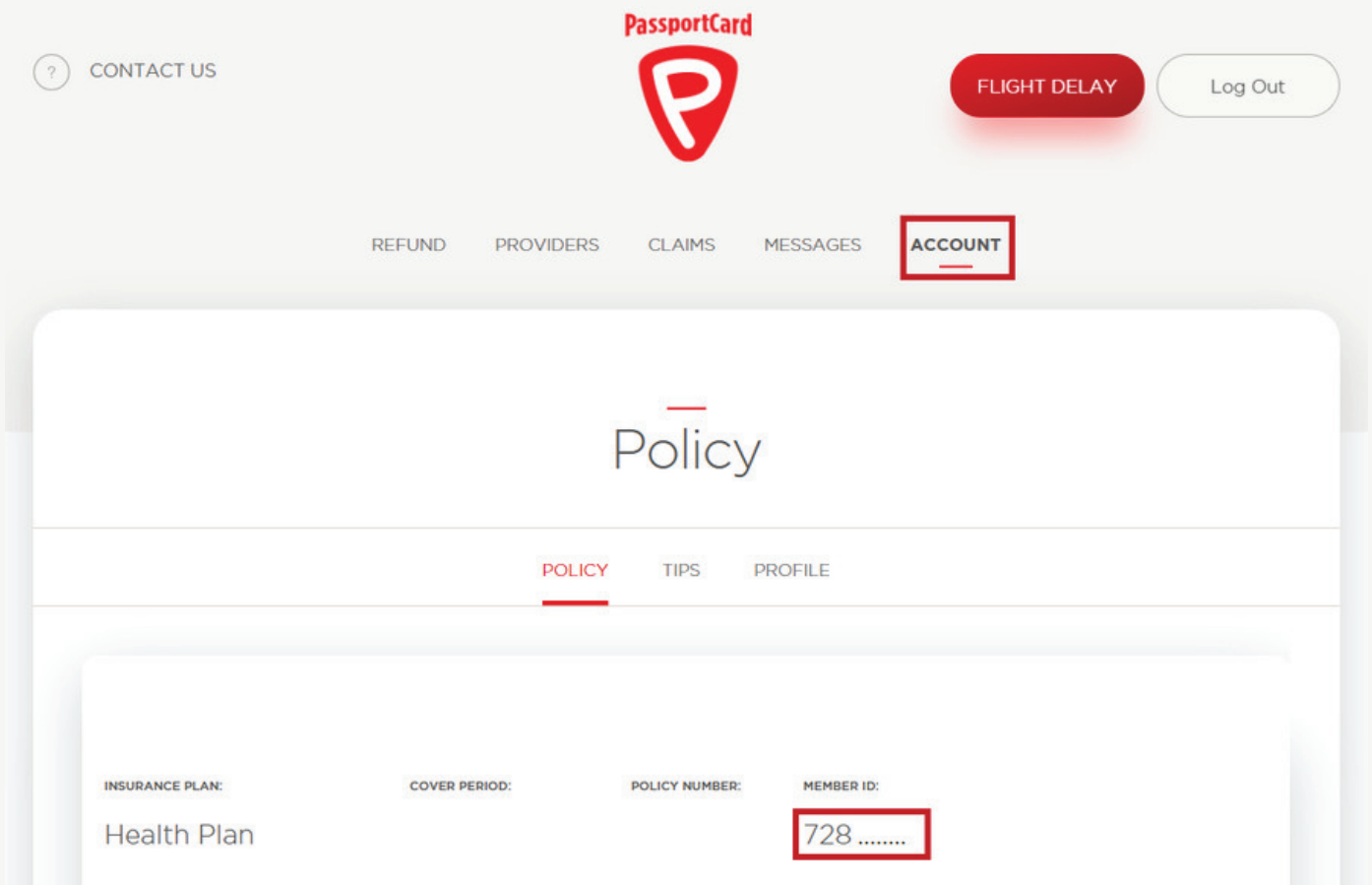
Upon your enrollment you received a Welcome email with a link register to your Self-Service App/Site\*, it is important that you log in and complete your registration process.

Your login details are your registered email address and policy/phone number.

These will enable you to update your personal details and payment methods for charges/refunds, upload medical documents, and view policy details.

Additionally, you will be able to find your Member ID (starts with 728) that you will need for identification when obtaining medical services via Clalit Health Services.

To locate your Member ID, please log in to your Self-Service site and choose "Account" on the main page, as displayed below:



\*PassportCard Relocation Website:

<https://www.passportcard.co.il/health-insurance/>

The PassportCard App may be downloaded onto both Android and IOS phones.

### How to Access Medical Services in Israel through Clalit

During your stay in Israel, please visit the nearest Clalit clinic to your home and request to be registered and assigned to that clinic. Once you are registered, you will be able to schedule any necessary appointments. Kindly take into consideration that you will need to be assigned prior to receiving medical assistance at the clinic.

To schedule an appointment, contact the customer service center, and they will book the appointment on your behalf, recommend a nearby clinic or hospital to visit, and provide further additional assistance should it be needed.

When you are asked to present an insurance card, please call \*2704 and give them your member 728 ID number. You will then be able to receive services without a card for up to 3 hours from the time of the call.

Please note, there is no co-insurance when visiting a Clalit provider, except for copays set by the National Healthcare Law.

### NEARBY CLALIT CLINIC SUGGESTIONS

Address: Brodetski Street 19, Tel Aviv

Clinic Manager: Dr. Raya Weisman

Phone: 03-7456531

# Plan Benefit Maximums

MEDICAL INSURANCE COVERAGE	COINSURANCE / COVERAGE DETAILS	GROUP B INT'L SCHOOL FOREIGN STUDENTS PLAN	PRIOR NOTICE REQUIRED
Medical Insurance Coverage Limit Per Insurance Year Unless Noted Below *		800,000 ILS	
Family Doctor / Internal / Pediatrician / Gynecologist Visits	Agreement providers: Coinsurance per Israeli National Healthcare Law ("Basket") Non-agreement providers: Up to 1,000 ILS per consultation, 20% coinsurance	800,000 ILS	No
Diagnostic / Lab / Imaging Tests	Agreement providers only, coinsurance per Israeli National Healthcare Law		No
Hospitalization / Day Hospitalization	Agreement providers only, no coinsurance		Yes
Deterioration of an existing medical condition for an insured who was accepted for coverage without a health declaration	Up to 120,000 ILS, no coinsurance		No
Coverage for surgery / major surgery that cannot be postponed until the insured person's return to the country of origin	Agreement Providers: Up to 90 days hospitalization, no coinsurance. Non agreement providers: up to 12,000 ILS, no coinsurance		Yes
Ambulance Transportation	With doctor referral or hospitalization, no coinsurance. Otherwise coinsurance applies per Israeli National Healthcare Law		No
Taxi to Hospital (if hospitalized)	No coinsurance		No
Infant and Child Check-ups	Coinsurance per Israeli National Healthcare Law		No

MEDICAL INSURANCE COVERAGE	COINSURANCE / COVERAGE DETAILS	GROUP B INT'L SCHOOL FOREIGN STUDENTS PLAN	PRIOR NOTICE REQUIRED
Child Vaccinations	Coinsurance per Israeli National Healthcare Law	800,000 ILS	No
Medications	Agreement providers: per Israeli National Healthcare Law Non-agreement Providers: 20% coinsurance		No
ER / Emergency Clinics	Unless otherwise agreed, a coinsurance will apply in cases that do not qualify for exemption from participation as specified in the policy terms		No
Emergency Dental Treatment	No coinsurance	2,000 ILS	No
Pregnancy and Childbirth	If extra coverage purchased; Agreement providers only	If maternity rider was purchased and corresponding insurance premiums were paid	Yes
Pregnancy / Childbirth Complications / Premature Infant Treatment	If extra coverage purchased; Agreement providers only		Yes
Pregnancy up to 12 Weeks	Agreement providers only, 20% coinsurance	Up to policy limit	Yes
Emergency Air Medical Evacuation	Services will be provided only by service providers who have an agreement with the insurance company. All services will be arranged and coordinated by the insurance company	110,000 ILS	Yes
Medical repatriation to the country of origin - Agreement providers only	Includes escort (non-medical staff member) up to \$1,500 one-way, no coinsurance	Up to policy limit	Yes
Repatriation to the country of origin including expenses for an escort (non-medical staff member) in the event of a psychiatric event	The services will be provided through an agreement provider only	12,000 ILS	Yes



MEDICAL INSURANCE COVERAGE	COINSURANCE / COVERAGE DETAILS	GROUP B INT'L SCHOOL FOREIGN STUDENTS PLAN	PRIOR NOTICE REQUIRED
Medical expenses in Israel as a result of a psychiatric emergency that does not result from the insured's existing medical condition	The services will be provided by an agreement provider only and without coinsurance	20,000 ILS	No
Repatriation of Mortal Remains	The services will be provided by an agreement provider only and without coinsurance	Up to policy limit	Yes
Physiotherapy	Among providers with an agreement, the standard coinsurance in the Israeli National Healthcare Law will apply. Among providers without an agreement, a coverage limit of up to 150 NIS per treatment and up to 20 treatments per year, with 20% coinsurance	Up to policy limit	No
Psychological Treatments	Agreement provider: 100 NIS coinsurance. Non-agreement provider: up to 200 NIS per treatment, 20% coinsurance	Up to 12 per insurance year	No
Trip Cancellation / Deposit Loss	Coverage will be provided as detailed in the policy terms	No coverage	Yes
Reimbursement of travel expenses due to a medical condition	Coverage will be provided as detailed in the policy terms	No coverage	Yes
Third-Party Liability Insurance	Coverage will be provided as detailed in the policy terms	No coverage	Yes

\* All coverage included in the insurance plan is of the indemnity type and is considered additional insurance. All coverage that is indemnity can be offset against insurance benefits from other insurance if they are received in connection with the same matter.

# We are here for you

Should you have any questions or concerns, please note our customer service department is available 24/7 through the following communication channels:

## Contact Us

WhatsApp: +972-506687695

Call center phone number: 09-8920950

Toll free number: 1800-34-34-35

Email: [ServiceRelo@passportcard.com](mailto:ServiceRelo@passportcard.com)

At your service,  
Passportcard Relocation Customer Service