

International Travel & Emergency Assistance Program (On Call International)

Updated: 4/14/2026

Purpose

To provide faculty, staff and students traveling to a foreign country on University business, 24 hour assistance and evacuation services.

Policy

To encourage faculty, staff and students to register travel and utilize pre-trip preparation resources available from On Call International.

Services Offered

On Call International is a 24/7 emergency assistance provider with an international network of medical and security professionals available any time to assist you. They can offer advice, connect you with resources, and work with you to make sure you receive the care and support you need both before and during University sponsored international travel. Services are available at no cost to individuals on official university business.

On Call is not an insurance company but they are the claims administrator for all benefits that correlate with their services. All services and benefits are administered by On Call. Benefits on the Student program include international medical expenses.

1. Pre-travel preparation
2. Vaccination management
3. Medical assistance abroad
4. Security updates
5. Medical and security evacuations
6. Real time online tracking tools
7. Lost document advice
8. Legal referrals

Procedures

Enrolling in On Call International

Registration is mandatory for all international travelers.

Students – the University will register you with On Call on your behalf.

Employees / Other – If your travel reservation is confirmed and ticketed through a UT System contract travel agency (Anthony Travel and Corporate Travel Planners), no action is needed.

If your travel reservation is confirmed and ticketed through an alternate source, register your travel with On Call International by completing the following steps:

Forward your booking confirmation emails for flight and/or lodging to trips@oncallinternational.com.

THE UNIVERSITY OF TEXAS AT EL PASO

Business Process Guidelines

- If you are not using your .edu email address to send the email, ensure you include your Institution name in the email
- If you already know where you are staying but it is not included in your itinerary, you can include the full address of your accommodations in the email along with your flight. As an alternative, you can include the address of where you'll be doing most of your studying.
- Include your US mobile phone number (optional)
- Regardless of registration method, when On Call International receives your trip information, it will be entered in their Travel Monitoring platform, which is powered by Crisis24 Horizon:
 - You will receive a pre-travel notification email with resources for staying healthy and safe during your trip.
 - You will be registered to receive critical incident alerts via email if any are issued for your destination shortly before your trip, or while you are traveling.
 - You will be registered to use the Horizon application. To download and optimize usage of the app, visit the [Horizon Mobile Guide](#) and login using your UTEP email.
 - Emails will deliver from OCI-Alerts@alerts.oncallinternational.com, we suggest you take a moment to mark these as safe senders.

Applicability

Applies to all University faculty, staff and students traveling to a foreign country on official business.

Responsible Party

Comptroller