

NASA Civil Servant Travelers on Official NASA Business Medical Support While Abroad

NASA provides medical and emergency evacuation support to NASA civil servant employees traveling on official government business outside the continental United States (OCONUS).

Global Rescue LLC provides support and is available 24/7/365.



For emergency medical events, Global Rescue will coordinate support with pre-designated NASA physicians. When Global Rescue is contacted by a NASA employee, a NASA employee's colleague, a NASA employee's supervisor, or a NASA employee's family member about an employee's illness or injury, Global Rescue will automatically contact a representative of the NASA Office of the Chief Health and Medical Officer.

Eligibility for Services/Support

- Only NASA Federal employees traveling on official Government business outside the continental United States (OCONUS) are eligible for support. Hawaii and U.S. territories are included as OCONUS for support.
- Official business travel eligibility includes, but is not limited to, employees who are on temporary duty travel, permanent change of station transition travel, and/or extended duty assignments in any part of the world other than the Continental United States
- Injuries or illnesses sustained by NASA employees who are (1) on personal leave/vacation while OCONUS or (2) become ill or injured during non-business hours are generally not covered for services
- NASA Federal employee family members and NASA contractor employees are not covered for services.

Obtaining Non-Emergency Support During International Travel

- Examples of non-emergency employee requests for assistance that may be handled by Global Rescue (usually by phone) and that do not require pre-coordination with NASA to proceed include:
 - Providing information about non-emergency delivery of medicines, drugs, and medical supplies and non-emergency advice/physician referrals (e.g., locations of nearby English-speaking physicians or dentists, how to obtain replacement prescription medication) convenient to the employee's location.
 - Providing advice on corrective lens replacement and medical device replacement if lost, stolen, or broken during travel.
 - Assistance with obtaining documentation for medical insurance claims (including Department of Labor Federal Workers' Compensation) for care arranged by, or coordinated with, Global Rescue, especially ensuring documentation is in English or translated into English.