









assist america®
Innovative Assistance Solutions









GLOBAL EMERGENCY SERVICES

As a value-added benefit to your insurance plan, you have access to a unique Global Emergency Travel Assistance program provided by Assist America. If you experience an emergency while traveling more than 100 miles away from home, domestically or internationally, Assist America will provide you with medical and travel assistance services, including:

MEDICAL ASSISTANCE SERVICES

-  **Medical Consultation, Evaluation & Referral**
The Assist America Operations Center is staffed by trained, multilingual assistance personnel who can make immediate recommendations for any emergency situation.
-  **Medical Monitoring**
Assist America maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.
-  **Emergency Medical Evacuation**
If appropriate care is not available, Assist America will safely evacuate the member to the nearest facility capable of providing the required care.
-  **Foreign Hospital Admission Assistance**
Assist America fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital.
-  **Medical Repatriation**
When deemed medically necessary, Assist America will provide commercial transportation home or to a specified health facility with a medical or non-medical escort as required.
-  **Prescription Assistance**
When a prescription is lost or left behind, Assist America works with the prescribing physician and a local pharmacy to replace the member's medicine.

TRAVEL ASSISTANCE SERVICES

-  **Compassionate Visit**
Assist America will arrange and pay for a loved one to join a member who is traveling alone and is expected to be hospitalized for more than seven days.
-  **Care of Minor Children**
If an injured member has minor children left unattended, Assist America will pay for them to return home to a family member, or will arrange childcare locally or at home.
-  **Return of Mortal Remains**
In the event that a member passes away, Assist America will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.
-  **Pre-Trip Information**
Members can review country profiles, visa requirements, immunization regulations, security advisories directly from the Assist America website and Mobile App.
-  **Return of Vehicle**
If a member's vehicle, still in working-condition, is left away from home as the result of a medical emergency, it will be brought home safely via ground transportation.
-  **Lost Luggage & Document Assistance**
Assist America works with airlines to recover lost bags, and replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.
-  **Interpreter & Legal Referral**
Assist America can recommend trustworthy legal counsel and interpreter services in any country. Bail bonds can be coordinated in jurisdictions where they are legal.
-  **Emergency Trauma Counseling**
Assist America provides emergency telephonic trauma counseling with follow-up referrals to qualified counselors either at the location of the incident or upon return home.

**This list offers a general overview of our services. The specific services available through your plan may vary from these, so be sure to consult the information provided by your plan administrator for details regarding your coverage. Assist America must arrange services. No claims for reimbursement will be accepted.*

For more information, visit www.assistamerica.com