

English

Assist America services are available when a member is more than 100 miles (150 km) from home or in another country that is not their country of residence.

ASSIST AMERICA SERVICES

Medical Consultation, Evaluation and Referral

Our operations center is staffed 24/7 by medically-certified, multilingual personnel who can evaluate, troubleshoot and make immediate recommendations for any emergency situation, including referrals to qualified doctors and/or hospitals.

Medical Monitoring and Case Management

Our team of doctors, nurses, and other medically trained personnel stay in regular communication with the attending physician and hospital, monitor appropriate levels of care and relay necessary information to the member's family.

Prescription Assistance

If a member forgets or loses a prescription while traveling, we will work with the member's physician and a pharmacy in the area of travel to replace the medicine. If necessary, we will dispatch the medicine (when possible and legally permissible) upon request of the attending physician, or arrange for the member to see a local doctor for a new prescription.

Hospital Admission Assistance

We foster prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital. (Advances must be repaid within 45 days.)

Emergency Medical Evacuation

If a member becomes ill or injured in an area of the globe where appropriate care is not available, we will intervene and use whatever transportation, equipment and personnel are necessary to transport that member safely to the nearest facility that meets our rigorous standards. The full cost of any evacuation, including medical treatment while in transport, is paid for by Assist America.

Compassionate Visit

Assist America realizes that having a family member or friend present during a health crisis makes everyone feel more at ease and can even hasten the recuperation process. That is why we will arrange and pay for economy, round-trip transportation costs for a loved one to join any member who is alone and expected to be hospitalized for more than seven days.

Care of Minor Children

If any minor children were traveling with an ill or injured parent, we will arrange and pay for them to return home, with a qualified attendant if necessary, to a family member, or we will arrange childcare locally. We will also arrange care of children at home who are left unattended due to the parent's unexpected absence.

Medical Repatriation

When the member has been stabilized to the satisfaction of our doctor and the attending physician, we will arrange transport back home or to a rehabilitation facility under medical supervision if required.

Emergency Message Transmission

Time differences, telecommunications issues and the general disorganization that comes with an injury or illness away from

home can make communication between patients and their loved ones difficult. Assist America will transmit emergency messages reliably between the patient, family, friends, employer or whoever else needs to stay in the information loop.

Return of Mortal Remains

In the unfortunate event that a covered member passes away while traveling, we will arrange and pay for the transportation to bring the mortal remains home.

Lost Luggage or Document Assistance

Lost luggage or personal documents can turn quickly from a small nuisance into a major hassle, restricting plans and affecting travel itineraries. Assist America works with airlines to recover and deliver lost bags, liaises with transportation companies to replace lost travel tickets and contacts necessary agencies to solve issues of lost passports and licenses.

Pre-Trip Information

To help make our members the most informed and prepared travelers they can be, we offer comprehensive pre-trip insights on the Assist America website. Members can review country profiles, visa requirements, immunization regulations, security advisories and more at www.assistamerica.com. The Assist America Traveler newsletter and AssistAlert emails also provide current security, travel and medical advisories.

Legal and Interpreter Referrals

Assist America can offer referrals for trustworthy legal counsel and interpreter services in any country.

Emergency Cash Coordination

If a member has a verifiable travel emergency and is circumstantially without other financial means, we can coordinate a cash advance as necessary.

And Much More...

Every case we face is unique and requires its own set of customized solutions. We are committed to resolving the emergencies of our members and we have the talent and resources to do so.

More information is available at www.assistamerica.com. You have received separately an Assist America brochure from your benefits provider. This contains a tear-out wallet card that you should carry with you when you travel. If you have a medical emergency while traveling, call the number on the card for assistance.