

Emergency Travel Assistance Frequently Asked Questions



When Should I Contact Assist America?

Contact Assist America, our global emergency assistance program provider, when you need to connect to qualified health care providers, hospitals, pharmacies and other services if you experience an emergency while traveling more than 100 miles away from home or outside the country for up to 90 days.

What information will I need to provide?

- Name, phone number, and relation to the member
- Member's name, age, and home address
- Description of emergency and current location
- Reference number

How do I contact Assist America?

You can contact Assist America's 24/7 Operations Center via:

Assist America Mobile App: Use the Tap for Help button to call or connect with the Operations Center using the Voice Over Internet Protocol feature.

Phone (Within US): 1-800-872-1414

Phone (Outside US): 609-986-1234

Email: medservices@assistamerica.com

Website: www.assistamerica.com

What costs are covered by Assist America?

Assist America arranges and pays for all of the transportation services provided. Assist America is not a medical insurer and does not pay for nor reimburse any medical expenses. Health claims should still be handled by your health insurance provider.

How can I download the app?

The Assist America Mobile App is available for free on the Apple App Store and Google Play. Once you have downloaded the app, enter Assist America reference number (**01-AA-MML-12191**) to activate all the App's features. To turn the Coverage Indicator on, go to Set Up and enter your home address. This feature calculates your current distance from home. A highlighted status bar indicates when you are 100 miles away from home or in another country, thus eligible for services.

What if I plan on traveling for more than 90 days?

If you plan on traveling for more than 90 consecutive days, you can enroll in the Expatriate/Extended Program on the Assist America website at (www.assistamerica.com/expatriate) to enroll in the program and ensure coverage. The coverage will follow your active policy period.



Reference Number:

01-AA-MML-12191

**Download the Assist America
Mobile App**

