



# Global Emergency Assistance Services



The global emergency assistance program provided by Assist America® connects you to qualified healthcare providers, hospitals, pharmacies and other services if you experience an emergency while traveling 100 miles away from home or outside the country for up to 90 days.

## Medical Emergency Assistance



**Medical Consultation, Evaluation, & Referrals**  
Assist America's 24/7 Operations Center is staffed by multilingual assistance personnel to immediately support with recommendations for any emergency.



**Medical Monitoring**  
Assist America's support team will closely monitor the course of treatment, and maintain regular communication with patients, their families, and the associated medical staff.



**Emergency Medical Evacuation**  
If appropriate care is not available, Assist America will safely evacuate the member to the nearest qualified medical facility.



**Foreign Hospital Admission Assistance**  
Assist America fosters prompt hospital admission by validating the member's health insurance as needed to the hospital. The member must repay funds within 45 days.



**Medical Repatriation**  
When confirmed to be medically necessary, Assist America provides commercial transportation to home or to a rehabilitation facility proximate to the members residence, with a medical or non-medical escort as required.



**Prescription Assistance**  
When a prescription is lost or left behind, Assist America will reach out to the prescribing physician and work with a local pharmacy to replace the member's medicine. The prescription cost is the member's responsibility.

## Travel Emergency Assistance



**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 via one-way commercial airfare with or without attendant, as needed.



**Compassionate Visit**  
If the member is traveling alone and is expected to be hospitalized for more than seven days, Assist America will arrange and pay for a selected family member or a friend to join the patient.



**Return of Vehicle**  
Assist America will arrange and pay for the member's fully-operable and non-commercial vehicle to be returned home when necessary due to the member's medical emergency.



**Return of Mortal Remains**  
In the event of a member passing away, Assist America will arrange and pay for the required documents, preparation, and transport of the 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, as well as calling into our Operations Center for additional assistance.





Other emergency assistance services include:  
**Legal & Interpreter Referrals, Emergency Message Transmission, Emergency Trauma Counseling, Bail Bond Coordination, Emergency Cash Coordination, Lost Luggage & Document Assistance, Mobile App Services**


# Download the Travel App


Through the Assist America Travel App, members have a multitude of travel assistance services available at their fingertips in the event of a travel emergency. Enter your reference number, activate the coverage indicator, and you're ready to go!


 **Tap for Help**  
Connect to our 24/7 Emergency Operations Center by using the Tap for Help button.


 **Travel Alerts**  
In-app updates on emergent global situations that may impact travel

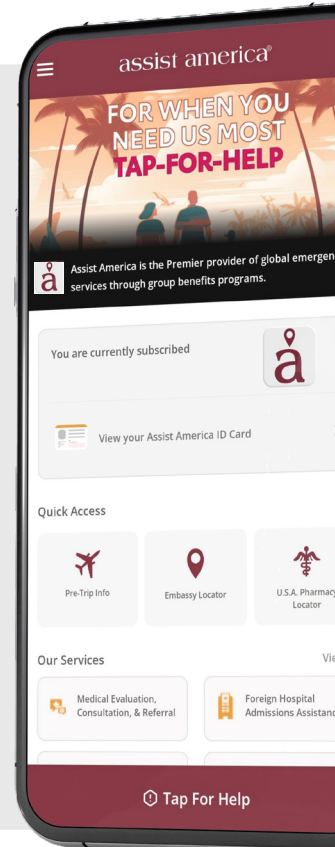
 **Multiple Languages**  
App available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French

 **Pre-Trip Information**  
Detailed, location-specific information to assist members as they plan a trip

 **Embassy Locator**  
Ability to locate nearest embassy and consulate in 23 countries

 **Mobile I.D. Cards**  
Electronic copies of your ID card easily accessible in the app

 **Service List**  
Full list of services and descriptions available to members



## How to Activate Services

If you are traveling more than 100 miles away from home, or in a foreign country, for less than 90 days and require assistance, contact Assist America's 24/7 Operations Center:

- Use the **Tap for Help Button on the Travel App**
- **1-800-872-1414** (Within the U.S.)
- **1-609-986-1234** (Outside the U.S.)
- Email [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

Your Assist America Reference Number is: **01-AA-MML-12191**

For more information regarding Assist America, visit [www.assistamerica.com](http://www.assistamerica.com). If you have questions regarding your insurance policy, contact MedMutual Life at 1-800-382-5729.

### Conditions & Limitations:

Assist America pays for all the transportation services it arranges. Requests for reimbursement for medical transport or other services arranged independently by the member will not be accepted. Assist America is not responsible for the cost of medical treatments and other non-medical services received by the member upon a referral made by Assist America.

Assist America will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

Assist America will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or

mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home

- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

Services will not be provided for the following types of travel:

- Trips exceeding 90 days from legal residence (separate purchase of Expatriate Coverage is available at [www.assistamerica.com/expatriate](http://www.assistamerica.com/expatriate))

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. Assist America is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local laws.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of Assist America.