Congratulations!

You now have a unique global emergency services program from Assist America for you, your spouse and minor dependent children declared on your dental plan. This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical emergency while traveling 100 miles or more away from your permanent residence, or in another country.

The Assist America Operations Center is staffed 24 hours a day, 365 days a year with trained multilingual and medical personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency.

One simple phone call to the number on your Assist America identification card will connect you to:

• A state-of-the-art Operations Center
• Worldwide response capabilities
• Experienced crisis management professionals
• Air and ground ambulance service providers

Assist America completely arranges and pays for the assistance services it provides without limits on the cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home.

Assist America is not insurance, rather it is a provider of global emergency services.* A Assist America’s services do not replace medical insurance during emergencies away from home. All medical costs incurred should be submitted to your health plan and are subject to the policy limits of your health coverage.

*All services must be arranged and provided by Assist America. No claims for reimbursement will be accepted.

Key Services

Medical Consultation, Evaluation & Referral
Calls to Assist America’s Operations Center are evaluated by medical personnel and referred to English-speaking, Western-trained doctors and/or hospitals.

Hospital Admission Assistance
Assist America will assist with hospital admission outside the United States by validating a member’s health coverage or by advancing funds to the hospital.

Emergency Medical Evacuation
If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment and personnel necessary to evacuate a member to the nearest facility capable of providing a high standard of care.

Medical Monitoring
Assist America medical personnel will maintain regular communication with the member’s attending physician and/or hospital and relay information to the family.

Medical Repatriation
If a member still requires medical assistance upon being discharged from a hospital, Assist America will repatriate them home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

Prescription Assistance
If a member needs a replacement prescription while traveling, Assist America will help in filling that prescription.

Emergency Message Transmission
Assist America will receive and transmit authorized emergency messages for members.

Compassionate Visit
If a member is traveling alone and will be hospitalized for more than seven days, Assist America will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family member or friend.

Care of Minor Children
Assist America will arrange for the care of children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.

Return of Mortal Remains
Assist America will assist with the logistics of returning a member’s remains home in the event of his or her death. This service includes arranging the preparation of the remains for transport, procuring required documentation, providing the necessary shipping container as well as paying for transport.

Dental Assistance
Assist America will recommend English-speaking, pre-qualified dental providers in the area of travel, determine in advance whether the dentist accepts the member’s insurance and verify insurance coverage and/or advance cash if necessary (repayable in 45 days). The member’s care and progress will be monitored to avoid any worsening of their condition and they will receive help with filling any necessary prescriptions.

Lost Luggage or Document Assistance
Assist America will help members locate lost luggage, documents, or personal belongings.

Pre-trip Information
Assist America offers members web-based country profiles that include visa requirements, immunization and inoculation recommendations, as well as security advisories for any travel destination.

Please cut on dotted line to remove card. Carry with you at all times.

Reference Number 01-AA-DMN-11149
If you require medical assistance and are more than 100 miles from your permanent residence, or in another country, call Assist America’s Operations Center at:
1-800-872-1414 (inside USA)
+1-609-986-1234 (outside USA)
Or e-mail at: medservices@assistamerica.com

Attention: This card is not a medical insurance card. All services must be provided by Assist America. No claims for reimbursement will be accepted. The holder of this card is a member of Assist America and is entitled to its medical and personal services.

Stay connected to Assist America by downloading our App from the Apple App store or Google Play. Get one-touch calling to our Operations Center, the latest travel-related news, push notifications and much more.
Conditions & Exclusions

Conditions
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

Exclusions

• Trips exceeding 90 days from legal residence without prior notification to Assist America (separate purchase of Expatriate coverage is available)

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 law or edict.

All consulting physicians and attorneys are independent contractors and not under the control of Assist America. Assist America is not responsible or liable for any malpractice committed by professionals rendering services to a member.

Please cut on dotted line to remove card. Carry with you at all times.

Please provide the following information when you call:

• Your name, telephone number and relationship to the patient
• Patient’s name, age, gender, reference number and employer
• Name, location and telephone number of hospital or treating doctor if applicable

About Assist America

Assist America, Inc., formed in 1990, is the nation’s largest provider of global emergency services through employee benefit plans. Assist America responds when any eligible member becomes ill or injured while traveling just 100 miles away from your permanent residence, or in another country.

*All services must be arranged and provided by Assist America. No claims for reimbursement will be accepted. The Assist America services in this brochure are only intended to serve as a general overview of the emergency travel assistance services available. The services available to you through your plan may vary from what is listed in this brochure. For a complete description of the services that are provided to you by your plan, please consult your service certificate provided by your plan administrator and/or the fulfillment material provided by Assist America.

assist america® is a registered service mark of Assist America, Inc.
Medical Consultation, Evaluation & Referral
Our Operations Center is staffed 24/7 by medically-certified, multilingual personnel who can make immediate recommendations for any emergency situation. When a call for help comes in, they put in motion Assist America’s vast English-speaking, Western-quality provider network to solve medical and non-medical emergencies anywhere in the world.

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.

Emergency Medical Evacuation
If a member becomes ill or injured in an area of the globe where appropriate care is not available, we will use whatever transportation, equipment and personnel are necessary to evacuate that individual safely to the nearest facility that meets our rigorous standards.

Medical Repatriation
Assist America, when deemed medically necessary, will provide 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 pharmacy in the area of travel to replace the member’s medicine. If necessary, we will arrange for the member to see a local doctor for a new prescription.

Care of Minor Children
If a child is left unattended due to an injury or illness of an accompanying parent we will arrange and pay for them to return home 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. This could include transporting children to another family member, bringing a family member to the children or whatever other solution is necessary.

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

Medical Monitoring
We maintain regular communication with patients and attending medical staff, closely monitoring the quality and course of treatment, and we stay in close touch with the patient’s family.

Return of Mortal Remains
In the unfortunate event that a covered individual passes away while traveling, Assist America will arrange and pay for the necessary paperwork, body preparations and transport to bring the mortal remains home.

Lost Luggage or Document Assistance
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 other documents.

Interpreter & Legal Referral
Assist America can make recommendations for trustworthy legal counsel and interpreter services in any country. Bail bonds can be coordinated in jurisdictions where they are legal.

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 right from our homepage.

And Much More...
Welcome!

We are pleased to announce that your policy now includes the protection of Assist America’s global emergency medical services for business and pleasure travel.

Anytime you, your insured spouse and/or minor dependent children are traveling 100 miles or more away from home or in another country, you are protected by Assist America’s vast assistance resources.

Services include:

Medical Consultation & Referral, Medical Monitoring, Prescription Assistance, Hospital Admission Assistance, Emergency Medical Evacuation, Compassionate Visit, Care of Minor Children, Medical Repatriation, Return of Mortal Remains, Emergency Trauma Counseling, Legal & Interpreter Referrals and much more

Services are available 24 hours a day, 365 days a year, anywhere in the world.

Access to Assist America is as close as your smartphone. Visit the App Store or Google Play and search “Assist America Mobile.” Our free Apps for iPhone and Android give you instant access to a wide range of assistance including one-touch call to our 24/7 Emergency Operations Center, a downloadable membership ID card, up-to-the-minute travel alerts, Pre-Trip Information such as country-specific visa requirements, immunization regulations, security advisories, global embassy/consulate locator, U.S. pharmacy locator and more.

Simply complete the setup process by entering your Assist America reference number:

01-AA-DMN-11149

to unlock all of the powerful features in the Assist America Mobile App.

Dental Assistance Services

If you experience a dental emergency while traveling away from home, Assist America works in conjunction with your dental insurance. Assist America will:

• Recommend English-speaking, pre-qualified dental providers in the area
• Determine in advance whether the dentist accepts your insurance
• Verify your insurance coverage and/or advance cash if necessary (repayable in 45 days)
• Monitor your care and progress
• Help with filling prescriptions
• Intervene early to avoid worsening of condition
• Much more…

www.assistamerica.com