



# TravelAid

24/7 Emergency Medical and Travel Assistance

## Expect the Unexpected

### Summary of Services

A comprehensive Travel Assistance policy providing 24/7 emergency medical and travel assistance services when you are outside your Home Country or 100 or more miles away from your primary residence in your Home Country. The program also provides emergency security assistance services when you are outside of your Home Country. This program is not a travel insurance policy.

Expatriates are eligible for medical services while in your Host Country, while traveling outside of your Home Country, or while traveling within your Home Country 100 or more miles away from your primary residence. Expatriates are eligible for security services while in your Host Country or when traveling outside of your Home Country.

### How to use Services

- Getting Started:
  1. Member contacts UHC Global directly.
  2. UHC Global facilitates members travel-aid arrangements.
  3. UHC Global pays up to \$20,000 per claim. Funds are distributed directly to the provider/vendor.
- This is a travel assistance policy and is not a travel insurance policy. Per the policy, there is a \$20,000 limit per incident (not per individual). The purpose is to assist in offsetting some of the costs associated with Medical Evacuation & Repatriation Services, Medical Assistance Services, Security & Political Evacuation Services, Destination Intelligence, and Travel Assistance Services. Full details of the services as well as any conditions and limitations are provided in the program description available upon request.
- Your UHCG identification card is your key to travel security. If you have a medical, personal safety, travel problem, or inquiry/question, simply call for assistance. A multilingual case manager will ask for your name, your company or group name, the group number shown on your ID card, and a description of the situation. We will immediately begin assisting you.
- If the condition is a medical emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center.
- In the event of an emergency security situation, you should immediately get to a safe location and then contact the Emergency Response Center. We will then take the appropriate action to assist you and monitor your care until the situation is resolved.

## Medical Evacuation & Repatriation Services

If you sustain an illness or injury, UHC Global, upon your request, will facilitate the services specified below.

- Emergency Medical Evacuation\* ‡
- Dispatch of Doctors/Specialists
- Medical Repatriation
- Transportation after Stabilization\* ‡
- Transportation to Join Hospitalized Participant\* ‡
- Return of Minor Children\* ‡
- Repatriation of Mortal Remains† ‡

Uprise Health will only direct-pay any transportation costs under the Medical Evacuation and Repatriation Services to the transportation providers, unless otherwise approved by UHC Global in advance.

## Medical Assistance Services

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payment
- Relay of Insurance and Medical Information
- Medication and Vaccine Transfers
- Updates to Family, Employer, and Home Physician
- Hotel Arrangements
- Replacement of Corrective Lenses and Medical Devices

## Travel Assistance Services

- Replacement of Lost or Stolen Travel Documents
- Emergency Travel Arrangements
- Transfer of Funds
- Legal Referrals
- Language Services
- Message Transmittals

## Destination Intelligence Services

- Destination Health and Safety Profiles

## Security and Political Evacuation Services

- Transportation to Departure Point
- Security Evacuation
- Political Evacuation
- Transportation after Security or Political Evacuation

\* Transportation cost incurred will be paid for by Uprise Health.

† Preparation and transportation cost incurred will be paid for by Uprise Health.

‡ Coverage subject to a \$20,000 per incident maximum.

### Access TravelAid services

We are here to help.

Phone: 410.453.6330

Email: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)

UHCG ID: 329111

**Notice to Physicians/Hospitals:** Call United HealthCare Global immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance.

Future written communications may be in English only.

UHC Global provides non-insurance Assistance Services and is not financially responsible for the Services. UHC Global does not guarantee clinical outcomes.

Disclosure. TravelAid services are provided by Uprise Health, and United Healthcare Global. UHC Global provides non-insurance Assistance Services and is not financially responsible for the Services. UHC Global does not guarantee clinical outcomes. The Guardian Life Insurance Company of America (Guardian) does not provide any part of TravelAid services. Guardian is not responsible or liable for care or advice given by any provider or resource under the program. This information is for illustrative purposes only. It is not a contract. Only the policy can provide the actual terms, services, limitations and exclusions. We are not responsible for availability, quality, result of or failure to provide any medical, legal or other care or service caused by conditions beyond Our control. Guardian and Uprise Health reserve the right to discontinue TravelAid at any time, without notice. TravelAid services may not be available in all states.

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