



# Worldwide Travel Assistance Services



Partnering with 

Your policy with Unum includes a unique global travel assistance program provided by Assist America<sup>®</sup>. This program immediately connects you to qualified healthcare providers, hospitals, pharmacies and other services if you experience an emergency while traveling 100 miles away or more from your permanent residence, or in another country, for up to 90 consecutive days.

## Medical 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 Assistance



**Compassionate Visit**  
Assist America will arrange and pay for a family member or a friend to join a member via economy, commercial airfare who is traveling alone and is expected to be hospitalized for more than five consecutive days.



**Care of Elder Parents and Minor Children**  
If an elder parent or younger child who has difficulty traveling alone is left unattended due to the member's medical emergency or death, Assist America will arrange and pay for one-way economy transportation, with attendants if necessary, to the parent's or child's place of residence.



**Return of Mortal Remains**  
In the unfortunate event that a member passes away while traveling, Assist America will arrange and pay for transportation to bring the mortal remains to an authorized funeral home proximate to the member's permanent residence.



**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 Traveling Companion**  
If a travel companion of an Eligible Participant's travel arrangements is disrupted due to a delay directly caused by the Eligible Participant's hospitalization, AAI will make travel arrangements for the travel companion to travel to his/her primary place of residence.




Other travel assistance services include:  
**Pre-Trip Information, Legal & Interpreter Referrals, Bereavement Reunion, Bail Bond and Emergency Cash Coordination, Early Return, Lost Luggage & Document Assistance, Hotel Referrals, Pet Assistance, Emergency Travel Arrangements, and more**


# 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

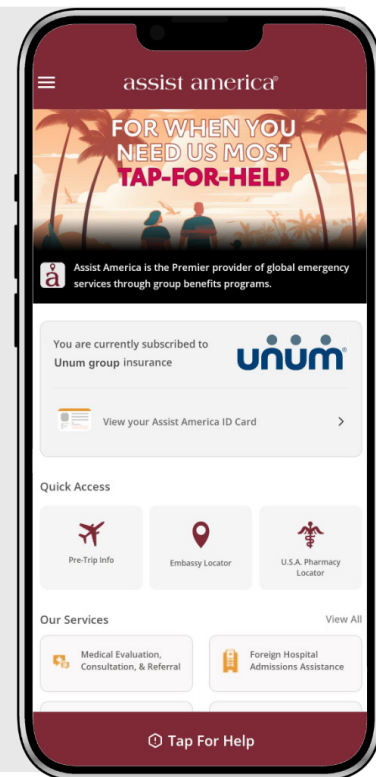
 **Multiple Languages**  
App available in various languages including English, Spanish, Arabic, Mandarin, Thai, Bahasa, Turkish, and French

 **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 various countries

 **Mobile I.D. Cards**  
Electronic 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 100 miles away or more from your permanent residence, or in another country, for up to 90 consecutive 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-UN-762490**

For more information regarding Assist America, visit [www.assistamerica.com](http://www.assistamerica.com). If you have questions regarding your insurance policy, contact Unum at 1-800-421-0344.

### 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 beyond the 28th week
- With mental or nervous disorders unless hospitalized
- When Eligible Participant leaves a medical facility against medical advice

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

- Trips exceeding 90 days from legal residence without prior notification to Assist America (separate purchase of Expatriate Coverage is available by calling into the Operations Center)

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.

Worldwide emergency travel assistance services, provided by Assist America, Inc., are available with select Unum insurance offerings. Terms and availability of service are subject to change and prior notification requirements. Services are not valid after coverage terminates. Please contact your Unum representative for details.

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