



TravelAid
Prepare for the Unexpected



How prepared are you and your organization for the uncertainties of traveling abroad? When an unexpected illness or a civil uprising places your travelers at risk, you don't have time to search for physicians and hospitals or security and evacuation providers. Even replacing lost prescriptions or travel documents may seem simple until you have to do it alone, where language barriers and local laws can make this task both complicated and time consuming. **With TravelAid, you can be confident that your travelers will receive the help they need—quickly and efficiently.**

Partners in Prevention

Whether you need access to health, security and destination information or require contingency plans specific to your organization's risks, TravelAid is your partner in prevention.

Destination Intelligence

Immunization Planning

Health and Security Contingency Planning

Travel Medical Kits

Crisis Management Planning

Preventative Security Training

On-Site Security Assessments

Executive Protection Services

Your customized TravelAid program is the product of a partnership, guided by UnitedHealthcare Global expertise and fulfilled by our Emergency Response Team and Network of Global Resources.

Emergency Response

Around the clock and around the world, TravelAid stands ready with the industry's strongest global safety net. Our Emergency Response Center and Network of Global Resources are the foundation of our 24/7 assistance operations. Our network consists of the most up-to-date information resources and emergency service providers around the globe. And our centralized assistance model ensures quality, consistency, and speed when it is needed most.

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A leader in the world of emergency assistance providers, the TravelAid Network of Global Resources is composed of more than 40,000 international resources, covering every country and any type of travel emergency. From physicians and dentists to air ambulance companies and armored escorts, our network contains the world's best security resources and medical provider.

Medical Centers of Excellence

TravelAid Medical Centers of Excellence are those facilities with the greatest diagnostic and treatment capabilities in their region. These hospitals are categorized as Regional Centers of Excellence or International Centers of Excellence, depending on their medical capacity and the specialty care available.

This means that while we review each facility's departmental procedures, the diagnostic equipment they have available, their medical staffing practices and their commitment to maintaining a hygienically safe environment - we also take into account the languages spoken by the staff, patient accommodations and accessibility of the hospital to travelers who are unfamiliar with the area.

Specialized Security Resources

TravelAid Specialized Security Resources are a compilation of the world's most accomplished organizations for security extractions, kidnap and ransom, or other similarly sensitive and complex emergency security situations. Chosen for their global capabilities, operational specialties and on-the-ground assets, these security professionals are available to TravelAid at all times, and have extraordinary records for safe and speedy response.

Approved Air Ambulances

Travel Assist Approved Air Ambulances are those with the most qualified personnel, the latest equipment and technology and a record for the most responsive service in their area of the world. Indeed, a thorough review of these providers begins with licensing and insurance coverage, and then proceeds to their dispatch procedures, in-

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ONE OF THE
WORLD'S
STRONGEST
GLOBAL SAFETY NETS

Ensuring quality, consistency and speed - all assistance operations are managed within the TravelAid Emergency Response Center. The centralized command center allows us to provide travelers in all parts of the world with the highest level of care, and to serve clients with accurate, real-time case updates.

Whether your travelers need quality medical care or just a replacement travel document, they can rely on our multilingual staff of Emergency Response Team professionals. Helping travelers respond effectively to medical, persona security, legal and other travel-related emergencies, the TravelAid Emergency Response Team is accessible anytime, from anywhere.

All it takes is one phone call to the Emergency Response Team to set our network in motion. These expert problem solvers quickly mobilize our global network to secure everything - from transportation options and legal resources to physicians and hospitals. The Emergency Response Team includes the TravelAid Assistance Coordinators, Nurse Case Managers, Physician Advisors, Medical Director and Security Director.

In cases of medical emergency, TravelAid Physician Advisors and our Medical Director frequently consult with the treating physicians, the traveler. These Western-trained physicians and specialists are located throughout the world, and are available 24/7. Our multilingual medical experts have the unique ability to communicate physician to physician in more than 30 languages, providing medical oversight and guidance as to the appropriate course of care.

In security-related emergencies, the TravelAid Security Director consults directly with your organization's security chief or designee, as well as with the affected travelers and other involved parties. Based on the nature and requirements presented by the security emergency, TravelAid will initiate a centralized security command, organizing specialized security partners with local agents on the ground in addition to evacuation resources, while managing all necessary coordination and response activities.

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Core Capabilities and Services

- ◆ 24 / 7 Multilingual Emergency Response
- ◆ Medical Evacuation and Repatriation
- ◆ Security and Political Evacuation
- ◆ International Medical Insurance and Claims Administration
- ◆ Travel Intelligence, Alerts and Destination Information
- ◆ Pre-Travel Immunization Information and Health Planning
- ◆ Specialized Security Assessments and Contingency Planning
- ◆ Travel Medical Kits

TravelAid is your safety net for travel in an uncertain world. Custom tailored to your individual organization’s needs, the TravelAid reach is around the clock and around the world to ensure that your travelers are not left on their own when they need help the most. From pre-trip planning to emergency medical and security evacuations - and virtually any option in between - TravelAid is here for you.

Services

Call: 410-453-6330
 Toll Free: 800-537-2029
 Email: assistance@uhcglobal.com
uhcglobal.com

Sales and Marketing

Call: 714-442-2223
 Toll Free: 800-395-1616
 Email: info@ibhcorp.com
ibhtravelaid.com

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