

Traveling outside the United States

Help when you are far from home

When you are traveling outside of the United States and find yourself in need of urgent or emergency medical care, you can call **24/7 Health Support at 1-800-411-7998** for assistance in:

- ▶ Speaking to a representative about your current condition or symptoms
- ▶ Getting information to help you make an informed decision on where to seek care
- ▶ Obtaining help in the event of an emergency world-wide.

(If you have difficulty connecting to this toll free number, try re-dialing using **00 + 1 + 800-411-7998**.) information on doctors, hospitals, and other health care professionals.

Because there are no UnitedHealthcare provider networks outside the U.S., you will have to pay for the services up front and submit a claim for reimbursement when you return home. Whenever possible, consider using a credit card to pay for medical services, as most major credit card companies will automatically calculate the rate of exchange into U.S. dollars. You can find and download a standard medical claim form, on **myuhc.com**[®] under “Claims and Accounts” and submit your claims as soon as you return home.

Travel tips to consider:

- ▶ Always carry your UnitedHealthcare health plan ID card with you.
- ▶ In an emergency, call 911 or the local equivalent, or go directly to the nearest hospital.
- ▶ If you have special health care needs, don't forget equipment, such as a blood glucose meter with test strips, an inhaler, etc.
- ▶ Put medications or items you can't do without in your carry-on luggage, so they won't get lost or be delayed.
- ▶ Complete and submit your claim form(s) immediately upon returning home from your trip to ensure prompt processing.



For more information, call the Customer Care number on your health plan ID card, or visit myuhc.com.



Non-emergency care outside the U.S. is generally not covered. Emergency Care is usually covered at the network level of benefits for you and your covered dependents, anywhere in the world.

Please consult your plan of benefits for specific coverage details.



The myNurseLineSM, Care Coordination Nurse, and Cancer Nurse Advocate services are for informational purposes only, and should not be used for emergency or urgent care situations. In an emergency, call 911 or go to the nearest emergency room. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. These services are not an insurance program and may be discontinued at any time. They are included as part of your health plan.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services Inc. or their affiliates.