

## TravelAid

24/7 Emergency Medical and Travel Assistance



### Expect the Unexpected

#### Summary of Services

A comprehensive Assistance Services program 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.

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

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.

The program provides 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.

### Access TravelAid Services

We are here to help.

**Phone: 410.453.6330**

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

## Medical Evacuation & Repatriation Services

If you sustain an illness or injury, UHC Global, upon your request, will provide 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

## 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

## Travel Assistance Services

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

TravelAid 

**Organization:**  
**TravelAid 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.

**+1-410-453-6330 | [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)**

 **Guardian**® ·  **uprisehealth**

\* 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.

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