

# Travel Assistance Services

## Benefits For Your Health and Financial Well-Being

### Travel Assistance Services

Easy access by phone or web

**1-866-509-7709**

- Professional call center, accessible 24/7, from anywhere in the world
- Coordinates medical assistance, emergency transportation and other travel assistance
- Covers up to 90 days on any one trip
- Includes any trip 100+ miles from home or office

[www.oncallinternational.com/UHC-24-7travelassist](http://www.oncallinternational.com/UHC-24-7travelassist)

User Name: **uhc**

Password: **travel**

- Download travel documents and wallet card for your trip
- Obtain pre-trip information

*Travel Assistance*

*Services are provided by OnCall International.*

Travel assistance is an important employee benefit that contributes to peace of mind while you are traveling from your home or office.

Traveling can be one of the most exciting and fulfilling experiences of a lifetime. But when an emergency strikes far from home, traveling can quickly turn into an emotional and financial burden. A travel assistance program can provide you and your family with medical and transportation assistance in a travel emergency, as well as pre-trip information to help you adequately prepare in advance for your trip.

*To learn more about potential travel emergencies and how Travel Assistance Services can help, see other side*

### Uniting Flexibility, Convenience and Value

The Travel Assistance Services program provides you and your family with assistance in a travel emergency. Services may be accessed by phone or Internet, 24/7 from anywhere in the world. The program covers up to 90 days on any one trip, for travelers at least 100 miles away from home or office. What's more, because these services are automatically included with your company's life insurance plan, there is no charge for the program.

Here is an overview of the Travel Assistance Services program:

- **Pre-Trip Information:** Prior to any trip, obtain up-to-date travel information, such as immunization requirements, visa and passport requirements, travel/tourist advisories, embassy/consular referral, foreign exchange rates and cultural information.
- **Non-Medical Emergency Personal Services:** Include emergency support services, such as interpretation and translation, emergency travel arrangements and legal assistance, such as bail bond and recovery of stolen personal possessions.
- **Medical Assistance Services:** Assist with a variety of medical situations, such as referrals to local physicians and dentists, medical case monitoring and prescriptions, as well as with arrangements and payment for emergency medical services up to \$10,000 (*requires written guarantee of financial reimbursement from the participant*).
- **Medical Emergency Transportation:** Coordinate transportation in a medical emergency, such as evacuation and transport to the nearest adequate medical facility, as well as medical transportation arrangements and payment (services must be deemed medically necessary and approved by OnCall designated physician). Also arrange for visit of a family member or friend, return of a traveling companion, return of dependent children and return of a vehicle. In the event of a death while traveling, services also include payment and arrangements for all necessary government authorization and travel expenses associated with return of mortal remains. *These services are subject to a maximum combined single limit of \$150,000. Refer to Description of Covered Services for details of certain sub-limits that may apply.*

For more information, call **1-866-509-7709** or visit [www.oncallinternational.com/UHC-24-7travelassist](http://www.oncallinternational.com/UHC-24-7travelassist).



## Website Instructions

- Go to [www.oncallinternational.com/UHC-24-7travelassist](http://www.oncallinternational.com/UHC-24-7travelassist)
- When you get to the Log-In Screen, enter the following User Name and Password  
User Name: **uhc**  
Password: **travel**
- After successful login, you may access information about various Travel Assistance Services, as well as download documents to take with you when you travel.
  - To locate **Travel Documents**, find the menu option bar (appearing in the upper right portion of the screen) and click on **24/7 OnCall Services**, then click on *Wallet Card and Individual Travel Document*.

## Case Studies

### *How Travel Assistance Services Made a Difference*

#### *Overseas Tourist Helped Over the Phone – and Over the Counter*

A 35-year-old woman was traveling in South America when she became ill with an unknown stomach ailment. She phoned Travel Assistance Services for help, and the nurse helped identify the condition and recommended an over-the-counter medication to reduce her symptoms. The woman was able to continue with her tour, and since the nurse was able to assist her over the telephone, the woman did not have to spend the time and money to see a local doctor.

#### *Payment Guarantee Gives Traveler a Leg Up*

A 19-year-old female was studying in Cannes, France, when she was involved in a scooter accident and broke her leg. She was operated on for the fracture, and the doctor recommended no weight bearing on the right lower limbs. The hospital accepted our guarantee of payment so that the patient would not have to pay an expensive bill out of pocket. Travel Assistance Services arranged for ground ambulance to the airport, wheelchair assistance, and a Business Class seat on the flight home.

#### *Travel Assistance Helps Passenger Breathe Easier*

A 70-year-old woman was onboard a cruise ship off the coast of St. Maarten when she was diagnosed with a lower respiratory tract infection and pneumonia, requiring oxygen. The ship's doctor recommended transport to the U.S. via air ambulance, as she would not be able to tolerate a commercial flight and hospitalization in St. Maarten was not an option. Travel Assistance Services coordinated arrangements so that the medical team and air ambulance met the patient at port when the vessel docked. The patient was air evacuated to a hospital in Florida, where she was admitted for further treatment.

## About Us

UnitedHealthcare Specialty Benefits unites health and financial well-being for individuals and organizations, through integrated and personally relevant products, services and technologies. UnitedHealthcare Specialty Benefits is a brand of UnitedHealth Group. For more information, visit [www.myuhcspecialtybenefits.com](http://www.myuhcspecialtybenefits.com).

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