

# Global Travel Assistance Services



As a UPMC Health Plan member, you can access a variety of travel assistance services through Assist America. This program is available if you experience an emergency while traveling more than 100 miles from home (including to another country) for less than 90 days.\* Assist America can connect you and your covered family members to doctors, hospitals, pharmacies, and more.† This service is available at no cost to you.

## Medical assistance



### Medical consultations, evaluations, and referrals

Assist America's Operations Center is staffed by multilingual coordinators who can make recommendations for any emergency situation.



### Medical monitoring

Assist America's staff will stay in contact with you, your family, and the medical personnel providing your care. Staff members will also monitor the quality and course of your treatment.



### Emergency medical evacuation

If you become ill or are injured in an area where adequate medical care is not available nearby, Assist America will arrange to transport you to the nearest facility capable of providing appropriate care. (You will receive medical supervision, if necessary.)



### Evacuation transport for family members

If you are evacuated while traveling with immediate family members, Assist America will arrange and pay for one-way, economy-class airfare for them to travel home or to your evacuation location.



### Foreign hospital admission assistance

Assist America can facilitate your admission to a hospital by verifying your health insurance or advancing funds to the hospital (if necessary). All advances must be repaid within 45 days.



### Medical repatriation

When Assist America's consulting physicians, medical transport evaluators, and the attending physician determine that you are in stable condition and are medically fit to fly, Assist America will arrange for you to take a commercial flight home or to a rehabilitation facility near your home.



### Prescription medication assistance

If you forget or lose a prescription while traveling, Assist America will work with your physician and a pharmacy near you to replace your medicine. (Please note that you will be responsible for the cost of the prescription.)

## Travel assistance



### Compassionate visit

If you are traveling alone and are going to be hospitalized for more than seven days, Assist America will arrange and pay for a family member or friend to join you via a round-trip, economy-class flight.



### Care of minor children and older parents

If your minor child or older parent is left unattended because of a medical emergency, Assist America will arrange and pay for them to return home or to a family member via a one-way, economy-class flight (with an attendant, if needed).



### Return of mortal remains

If you or a covered dependent passes away while traveling, Assist America will arrange and pay for your remains to be transported to a funeral home near your residence.



### Bereavement reunion

Assist America will arrange and pay for up to two designated family members to travel to your place of death and return to the original place of departure via economy air transportation.



### Early return

If an immediate family member dies or is diagnosed with a critical illness, Assist America will arrange and pay for you to return home via a one-way, economy-class flight. You must provide proof of death or diagnosis of the family member.



### Other travel assistance services

- Interpreter and legal referrals
- Assistance with lost luggage or documents
- Return of vehicle
- Pretrip information
- Return of travel belongings
- Bail bond coordination
- Hotel referrals
- Emergency cash assistance
- Emergency message transmission
- Travel app services

# UPMC HEALTH PLAN

## Download the travel app

Through the Assist America Travel App, you can access a variety of services during 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 global situations that may impact travel



### Multiple languages

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



### Pretrip information

Detailed, location-specific information to assist you as you plan a trip



### Embassy locator

Ability to locate the nearest embassy and consulate in various countries



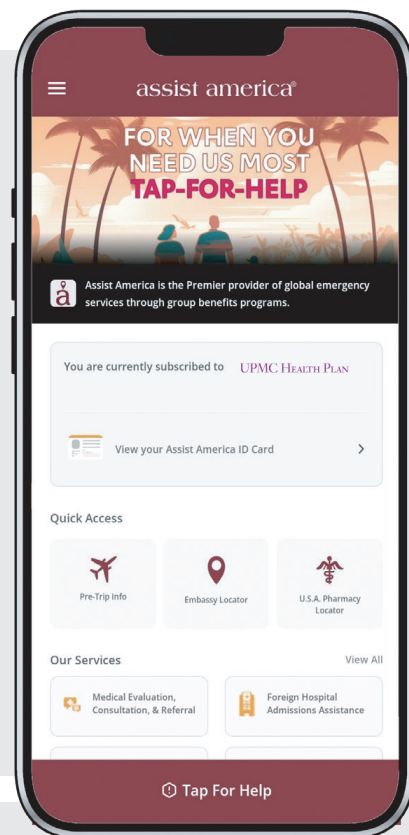
### Mobile ID cards

An electronic ID card is easily accessible in the app



### Service list

A full list of services and descriptions



## How to contact us

If you need assistance while traveling more than 100 miles from home or abroad for fewer than 90 consecutive days, contact Assist America's 24/7 Operations Center.

- Use the **Tap for Help** button on the app.
- Within the United States: **1-800-872-1414 (TTY: 711)**
- Outside of the United States: **1-609-986-1234 (TTY: 711)**
- Email: **medservices@assistamerica.com**

Your Assist America Reference Number is:  
**01-AA-UP-156243**

For more information about Assist America, visit [assistamerica.com](http://assistamerica.com). If you have questions about your health care coverage, call UPMC Health Plan at **1-888-876-2756 (TTY: 711)**.

### Conditions and Limitations

Assist America pays for all the transportation services it arranges. Requests for reimbursement for medical transport or other services arranged independently by the insured will not be accepted. Assist America is not responsible for the cost of medical treatments and other nonmedical services received by the insured 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 insured 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 an insured:

- Without medical authorization.
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sicknesses that can be treated by local doctors and do not prevent the insured from continuing their trip or returning home.
- With a pregnancy over six months.

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.

\*The Assist America reference number for UPMC Health Plan members is 01-AA-UP-156243. For travel that will extend beyond 90 days, you can obtain additional Assist America coverage through the Expatriate/Extended Coverage program by calling Assist America's Operations Center. Your dependents who are studying abroad can also use this coverage. Assist America charges a fee for this program. Members enrolled in the Student Health Plan do not have to enroll in the Expatriate Program. Please contact Assist America if you have any questions.

†Assist America is not travel or medical insurance, and its services do not replace health coverage while you are away from home. All services must be arranged and provided by Assist America. Bills for any medical costs you incur should be submitted to UPMC Health Plan. They will be subject to the policy limits of your health coverage. Contact your plan administrator for a full description of eligibility conditions.

# UPMC HEALTH PLAN