

Welcome,

to the UnitedHealthcare Global Assistance program.

When traveling, the UnitedHealthcare Global Assistance Program provides medical and travel-related assistance services worldwide, 24-hours a day.

How to use medical and travel assistance services

- Always carry your member Global Assistance member ID card with you when traveling in a foreign country.
- If you're experiencing a medical emergency, you should immediately call local emergency services or go to the nearest physician or hospital before calling the Emergency Response Center (ERC).
- Printed on your member ID card is the contact information for the ERC. Call +**1.410.453.6330**. Carrier charges may be incurred. The ERC can obtain a call back number to minimize telecom charges to you. You may also email the ERC via **assistance@uhcglobal.com**
- When you call, be prepared with the following information: your name, your organization's name and ID number, a description of the situation, and a phone number to reach you.
- A multilingual Assistance Coordinator will provide assistance and the Emergency Response Team will monitor your case until the situation is resolved.

Frequently asked questions

When should I contact UnitedHealthcare Global?

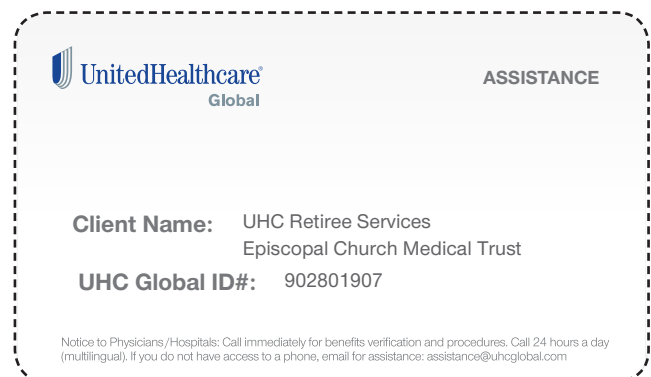
- A.** Assistance Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that our team is ready to help you with any type of problem regardless of the severity.

What if I am unsure of local medical facilities?

- A.** Call us! If our medical management team determines that local medical facilities are inappropriate for treatment, we will arrange for a medically-safe evacuation to a facility capable of providing the necessary care.

What happens if I am hospitalized?

- A.** It is important to notify us as soon as possible so your treating physician can be contacted. We will assess your condition and treatment plans to help ensure your safe recovery. We can also help you notify family members and loved ones of your condition, as appropriate and assist you until you have returned home or have received final treatment.



Assistance services

This is a list of services available from the UnitedHealthcare Global Service Center.

Medical Assistance Services

- Worldwide medical and dental referrals
- Monitoring of treatment
- Relay of insurance and medical information
- Medication and vaccine transfers
- Updates to family, employer & home physician
- Hotel arrangements

Travel Assistance Services

- Translation services
- Emergency travel arrangements
- Transfer of funds
- Replacement of lost or stolen travel documents
- Legal referrals
- Message transmittals

Worldwide Destination Intelligence

- Travel and health information

Medical Evacuation and Repatriation Services

- Emergency medical evacuation

► Visit the Intelligence Center at www.members.uhcglobal.com, where you can create an account.

1. Click “**Create User.**”
2. **Enter your UHC Global ID Number, 902801907**, and click “**Next.**”
3. Follow the on-screen instructions to complete your account setup.

UnitedHealthcare Global Emergency Response Center 24 hours a day, 7 days a week, 365 days a year

United States +1.410.453.6330
Assistance@uhcglobal.com

1.800.527.0218 (toll free within U.S. & Canada)

If the condition is an emergency, you should immediately call local emergency services or go to the nearest physician or hospital without delay. Then contact the 24-hour Emergency Response Center. If you have a travel problem, simply call or email for assistance. Carrier charges may be incurred. The Emergency Response Center can obtain a call back number to minimize telecom charges to you.

A multilingual case manager will ask for your name, your organization's name, the UHC Global ID # shown on the front of your ID card, and a description of the situation. We will immediately begin assisting you.



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UnitedHealth Group cannot guarantee clinical outcomes. Products and services may be limited or excluded by applicable law. Proper functionality of the application and its tools is dependent upon appropriate connectivity and features of the hand-held device, potentially including international calling, camera, and certain other capabilities. 07/19 MBR-A-1720

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