assist america®

Global Emergency Services

Reference Number 01-AA-HPT-05133

If you require medical assistance and are more than 100 miles from your permanent residence, or in another country for less than 90 days, call Assist America's Operations Center at:

1-800-872-1414 (inside USA)

+1-609-986-1234 (outside USA)

Or e-mail at:
medservices@assistamerica.com

Attention: This card is not a medical insurance card. All services must be provided by Assist America. No claims for reimbursement will be accepted. The holder of this card is a member of Assist America and is entitled to its medical and personal services.

Assist America ~ a new FREE benefit offered through HealthPartners.

Here is a detailed list of the services offered by Assist America along with a brief explanation of those services. These benefits are available if you are more than 100 miles away from home or in another country for less than 90 days.

- **Pre-Trip Information** - Provide web-based country profiles that include visa requirements, immunization and inoculation recommendations, embassy and consulate information, country specific details and security advisories as well as other pertinent information for travel destinations.
- **Medical Consultation, Evaluation and Referrals** - Members have access to operations center staff twenty-four hours a day, every day of the year, with multilingual personnel for medical consultation, evaluation and referral to Western-trained physicians.
- **Medical Monitoring** - Medical personnel will monitor the member's condition and will stay in regular communication with the attending physician and/or hospital and relay necessary and legally permissible information to family members.
- **Hospital Admission Assistance** - Provide assistance in either issuing a prompt financial guarantee to facilitate admittance to a foreign (non-U.S.) medical facility and/or validate the member's medical insurance; provided that the member must repay all funds advanced for hospital admittance within forty-five days of the date advanced.
- **Medical Evacuation** - When an adequate medical facility is not available proximate to the member, as determined by Assist America's consulting physician and the member's attending physician, Assist America will arrange and pay for transportation under appropriate medical supervision, by an appropriate mode of transport to the nearest medical facility capable of providing the required care.
- **Medical Repatriation** - When Assist America's consulting physician and the member's attending physician determines that transportation is medically necessary, Assist America will arrange and pay for transportation under medical supervision to the member's residence or to a medical or rehabilitation facility near the member's residence, at such time as the eligible participant is medically cleared for travel.
- **Compassionate Visit** - When a member will be hospitalized for more than seven (7) consecutive days and is traveling alone, Assist America will arrange and pay for a family member or personal friend to travel to visit the member by providing an appropriate means of transportation as determined by Assist America. The family member or friend is responsible to meet all visa and travel document requirements, if applicable.
- **Care for Minor Children** - Assist America will arrange and pay for one-way economy common carrier transportation (with attendants if required) to the place of residence of minor child(ren) when they are left unattended as a result of medical emergency or death of a member.
- **Return of Mortal Remains** - In the case of an Eligible Participant's death, AAI will arrange and pay for the return of mortal remains to an authorized funeral home proximate to the Eligible Participant's legal residence.

- **Prescription Assistance** - If a member needs replacement prescription medicine while traveling, Assist America helps with replacing the prescription, when possible and legally permissible and upon consulting with the attending physician; the member is responsible for the cost of the prescription.
- **Emergency Trauma Counseling** - Provide members with initial telephone-based counseling and follow-up referrals to qualified counselors as needed or requested.
- **Emergency Message Transmission** - Legally permitted emergency messages will be received and transmitted to and from family members or employer.
- **Lost Luggage/Lost Document Assistance** - Help members locate lost luggage, documents, personal belongings or assist with the replacement of travel tickets.
- **Interpreter and Legal Referrals** -Upon request, provide referrals to interpreters, counselors or legal personnel.
- **Emergency Cash Coordination** - Coordinate the transfer of emergency cash for a member, provided the member has a verifiable travel emergency and is circumstantially without financial means. The source of the funds is the responsibility of the member.
- **Return of Vehicle** - Assist America will arrange and pay for the return of the member's fully operable, non-commercial vehicle when necessary due to the member's medical condition. Assist America will arrange for the vehicle to be returned to the member's place of residence.
- **Bail Bond Coordination** - Assists in coordinating bail bonds, wherever legally permissible, as required for members, provided that the member is the source of, or coordinates the source of the funds.

Exclusions that Assist America will not provide:

- the member undertook travel for the purpose of securing medical treatment;
- injuries are sustained as a result of participation in acts of war or insurrection;
- injuries are incurred while participating in criminal activity or as a result of the unlawful consumption of drugs;
- injuries are sustained as a result of attempted suicide;
- the member is transferred, or is to be transferred, from one medical facility to another of similar capabilities which provides a similar level of care.

If you have questions on any of these services contact Assist America at 1.800.883.2177; email at medservices@assistamerica.com

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