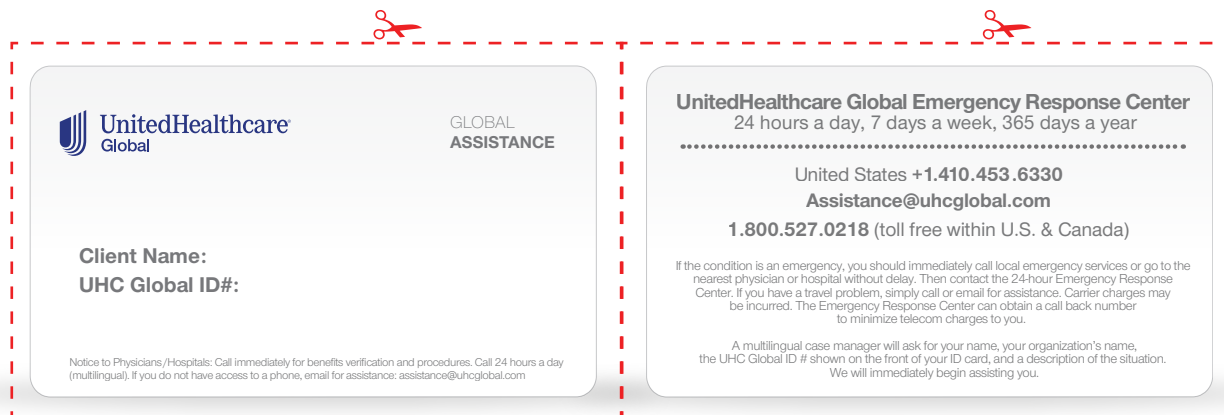




Welcome to the UnitedHealthcare Global Assistance program

Included as part of your program

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



How to use travel assistance services

- Be sure to print, or have a copy of your ID card available before you travel. Always carry your assistance 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 then call the Emergency Response Center (ERC) at your earliest convenience.
- Printed on your 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 at **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.
- The Emergency Response Center will provide assistance and monitor your case until the situation is resolved.



Register for an Intelligence Center account at: **members.uhc.com**

Assistance services

This is a list of services available to you. Please refer to your program description for the details, conditions and limitations of your program.

Travel Assistance Services	<ul style="list-style-type: none">• Multilingual support• Emergency travel arrangements• Emergency transfer of funds	<ul style="list-style-type: none">• Assistance with lost or stolen travel documents• Legal referrals• Message transmittals
Destination Intelligence	<ul style="list-style-type: none">• Travel and health information	<ul style="list-style-type: none">• Security intelligence

Frequently asked questions

When should I contact UnitedHealthcare Global?

Available 24/7, every day of the year, contact assistance services immediately for simple to complex situations as soon as you are aware you will need care. In case of an emergency, contact local emergency services right away.

What if I am unsure of local medical facilities?

Our medical management team can evaluate if local medical facilities are appropriate for treatment. If our team determines it medically necessary, we will arrange for transportation to an appropriate facility.

What happens if I am hospitalized?

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, and assist you until you have returned home or received final treatment.

