



assist america[®]

Frequently Asked Questions



You're vacationing in the Dominican Republic. On the last day of your trip, you get hurt. Maybe you slip by the pool, you strain your back while windsurfing or get stung by a sea urchin. You don't speak the local language. What do you do?

Members can call Assist America, our global emergency assistance partner who will provide you with all the help you need.

When Should I Use Assist America?

Contact Assist America for assistance when experiencing a medical or non-medical emergency while traveling more than 100 miles from your legal residence or in another country.

Don't hesitate to contact Assist America prior to your trip or go to the Pre-Trip Information platform on Assist America's website (www.assistamerica.com/Pre-Trip-Information) and Mobile App if you need more information regarding your destination.

How Do I Contact Assist America?

You can contact Assist America's 24/7 Operations Center via:

- **Assist America Mobile App:** for iPhone and Android. Use the Tap for Help button to connect with the Operations Center.
- **Phone:** 1-800-872-1414 (Toll Free within the U.S.) or +1 609 986 1234 (Collect Call - outside the U.S.)
- **Email:** medservices@assistamerica.com
- **Text:** +1 609-334-0807

What Information Will I Need to Provide?

When speaking to a coordinator, you will be asked to provide the following information:

- Your name, telephone number, current location and relationship to the member
- The member's name, age, gender, home location, Assist America reference number and employer's name
- Description of the medical or non-medical emergency
- Name, location and phone number of the local hospital, if applicable

How Much Does It Cost?

Assist America is available to you as an added-value benefit to your insurance policy at no extra cost. Assist America pays for the services it arranges with no financial limitation.

Will Assist America Cover My Medical Bills?

Assist America is not a medical or travel insurance. You or your health insurance plan are responsible for medical bills incurred while you are traveling.

How Do I Set Up The Mobile App?

The Assist America Mobile App is available for free on the Apple App Store and Google Play. Once you have downloaded the app, enter your name and Assist America reference number to activate all the App's features. To turn the Coverage Indicator on, go to Set Up and enter your home address. This feature calculates the number of miles you are from home. A highlighted status bar indicates when you are 100 miles away from home or in another country, thus eligible for services.