

Welcome,

to the UnitedHealthcare Global Assistance program.

Included as part of your UnitedHealthcare Life Insurance program

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



How to use medical and travel assistance services

- Always carry your 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 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. Please refer to your program description for the details, conditions and limitations of your program.

Medical Assistance Services

- Worldwide medical and dental referrals
- Monitoring of treatment
- Facilitation of hospital payments
- 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
- Security intelligence

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, 358231**, and click **“Next.”**
3. Then follow the instructions to complete your account setup.

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Travel assistance services may be provided by or through UnitedHealth Group entities and/or the UnitedHealthcare Global brand. Travel medical coverage is underwritten by third-party companies that are not related to the UnitedHealthcare family of companies.

UnitedHealthcare Life products are provided by UnitedHealthcare Insurance Company and certain products in California by Unimerica Life Insurance Company. The policies have exclusions, limitations, reductions of benefits, and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, call or write your insurance agent or the company. Some products are not available in all states. UnitedHealthcare Insurance Company is located in Hartford, CT and Unimerica Life Insurance Company is located in Milwaukee, WI.

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.

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