

PriorityHealth 

assist america®

# Now available to Priority Health members

You can call upon Assist America for services whenever you're 100 miles away from home or in another country for personal, vacation or business travel.\*

## Fully paid travel assistance services provided by assist america®

### Medical consultation, evaluation & referral

Assist America's Operations Center is staffed 24/7 by medically-certified, multilingual personnel who can make immediate recommendations for any emergency situation. When a call for help comes in, they put in motion their vast English-speaking, Western-quality provider network to solve medical and non-medical emergencies anywhere in the world.

### Foreign hospital admission assistance

Assist America fosters prompt hospital admission by validating your health insurance or advancing funds as needed to the hospital.

### Emergency medical evacuation

If you or a covered dependant become ill or injured in an area of the globe where appropriate care is not available, Assist America will use whatever transportation, equipment and personnel are necessary to evacuate you safely to the nearest facility that meets their rigorous standards.

To activate these services, call Assist America's 24-hour Operations Center at **1.800.872.1414** or **1.609.986.1234** and provide the Priority Health reference number: **01-AA-PHP-12123**.

\* For conditions and exclusions, please refer to Service Certificate, available on [priorityhealth.com](http://priorityhealth.com). Not available to Medicare, Medicaid or MIChild members.

**assist america®**  
Global Emergency Services

**Reference number 01-AA-PHP-12123**

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

**1.800.872.1414** (inside USA)  
**+1.609.986.1234** (outside USA)

**Or email 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.

Please detach card and carry with you at all times.

**Medically supervised repatriation**

Assist America, when deemed medically necessary, will provide transportation home or to a specified health facility with a medical or non-medical escort as required.

**Prescription assistance**

When a prescription is lost or left behind, Assist America works with your prescribing physician and a pharmacy in the area of travel to replace your medicine. If necessary, Assist America will arrange for you to see a local doctor for a new prescription.

**Care of minor children**

If children are left unattended due to an injury or illness of an accompanying parent, Assist America will arrange and pay for them to return home to a family member, or they will arrange childcare locally. They will also arrange care of children at home who are left unattended due to the parent's unexpected absence. This could include transporting children to another family member, bringing a family member to the children or whatever other solution is necessary.

**Compassionate visit**

Assist America realizes that having a family member or friend present during a health crisis makes everyone feel more at ease and hastens the recuperation process. That's why they will arrange and pay the transportation costs for a loved one to join you if you are traveling alone and you're expected to be hospitalized for more than seven days.

**Return of mortal remains**

In the unfortunate event that you pass away while traveling, Assist America will arrange and pay for the necessary paperwork, body preparations and transport to bring your mortal remains home.

**Lost luggage or document assistance**

Assist America works with airlines to recover and deliver lost bags, works with transportation companies to replace lost travel tickets and contacts necessary agencies to solve issues of lost passports and other documents.

**Interpreter & legal referral**

Assist America can make recommendations for trustworthy legal counsel and interpreter services in any country. Bail bonds can be coordinated in jurisdictions where they are legal.

**Critical care monitoring**

Assist America maintains regular communication with patients and attending medical staff, closely monitoring the quality and course of treatment, and Assist America stays in close touch with the patient's family.

**Pre-trip information**

To help you be the most informed and prepared traveler possible, Assist America offers comprehensive pre-trip insights on the Assist America website. You can review country profiles, visa requirements, immunization regulations and security advisories right from their homepage.

To learn more visit [priorityhealth.com](http://priorityhealth.com), keyword: travel