

# TRAVEL EMERGENCY ASSISTANCE



## CONGRATULATIONS!

Your enrollment through Providence Health Plan includes a unique travel emergency assistance program and ID-theft protection services provided by Assist America.

This travel emergency assistance program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling 100 miles away from your permanent residence, or in another country. One simple phone call to Assist America will connect you to:

- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers

## TRAVEL ASSISTANCE SERVICES



### Medical Consultation, Evaluation & Referral

Calls to Assist America's Operations Center are evaluated by medical personnel and referred to qualified doctors and/or hospitals.



### Foreign Hospital Admission Assistance

Assist America fosters prompt hospital admission outside the United States by validating the member's health coverage or by advancing funds to the hospital as needed.



### Emergency Medical Evacuation

If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment and personnel necessary to evacuate a member to the nearest facility capable of providing a high standard of care.



### Medical Monitoring

Assist America's medical personnel will maintain regular communication with the member's attending physician and/or hospital and relay information to the family, as appropriate.



### Medical Repatriation

If a member still requires medical assistance upon being discharged from a hospital, Assist America will repatriate them home or to a rehabilitation facility with a medical or non-medical escort, as necessary.



### Prescription Assistance

If a member needs a replacement prescription while traveling, Assist America will help in filling that prescription.



### Care of Minor Children

Assist America will arrange for the care of children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.



### Compassionate Visit

If a member is traveling alone and will be hospitalized for more than seven days, Assist America will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family member or friend.



### Return of Mortal Remains

Assist America will assist with the logistics of returning a member's remains home in the event of his or her death during travel.

Other non-medical emergency assistance services include:

- Return of Vehicle
- Lost Luggage & Document Assistance
- Legal & Interpreter Referrals
- Emergency Message Transmission
- Bail Bond & Emergency Cash Coordination
- Emergency Trauma Counseling
- Pre-trip Information



Please cut on dotted line to remove card.

## GLOBAL EMERGENCY SERVICES



assist america®

Reference # **01-AA-PRV-01193**

If you require assistance when traveling 100 miles from your permanent residence, or in another country, call Assist America's Operations Center at:

**+1 609 986 1234** (outside USA - Collect Call)

**+1 800 872 1414** (inside USA - Toll Free)

Or email at: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

## ABOUT ASSIST AMERICA

Founded in 1990, Assist America, Inc. is the largest provider of global emergency assistance services through employee and student benefit plans.

Covering 40 million travelers around the globe, Assist America responds with powerful resources to medical and other emergencies whenever a member becomes ill or injured while traveling 100 miles away from his or her permanent residence, or in another country.

\*For a complete description of the services available to you, consult your service certificate provided by your plan administrator and/or by Assist America.

## ID THEFT PROTECTION SERVICES

Assist America offers prevention and resolution tools to safeguard your data and restore its integrity if it is used fraudulently. These services include:

### 24/7 Access to Identity Protection Experts

You have 24/7 direct emergency access to ID Theft Protection experts who can provide guidance in dealing with identity fraud issues.

### Credit Card and Document Registration

Register your details using our secure website to store information from credit cards, banks and other important document in a single, centralized and secured location.

### Internet Fraud Monitoring

Upon registration, we use a real-time web-crawling technology to monitor any sign of your registered personal data on suspicious sites. You will receive automatic warning notifications if it is discovered that your data is being used fraudulently.

### 24/7 Identity Fraud Support

If you are a victim of identity fraud, a dedicated ID Theft Protection expert will guide you in mitigating the consequences of the fraud. Your caseworker will also notify credit and debit card issuers if your credit or debit card(s) is lost or stolen.

To activate these identity protection services, visit:

[www.assistamerica.com/providence](http://www.assistamerica.com/providence)

## DOWNLOAD THE MOBILE APP

Access a wide range of global emergency assistance services from your phone by downloading the FREE Assist America Mobile App for iPhone and Android.

The Mobile App's features include:

- **Tap for Help:** One-touch call to our 24/7 Operations Center
- **Pre-Trip Information:** Access detailed country-specific information to prepare your trip
- **Digital ID Card:** Your Assist America membership card is stored inside the App
- **Travel Alerts:** Receive alerts on urgent global situations that may impact travel
- **Travel Status Indicator:** This feature indicated when you are eligible for services
- **Embassy & U.S. Pharmacy Locator:** Locate the nearest embassy/consulate of 23 countries around the world and the nearest pharmacies in the U.S.
- **Available in 7 Languages:** English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French

Complete the set-up process by entering your Assist America reference number **01-AA-PRV-01193**.



For questions regarding the program and your policy, contact:  
**Providence Health Plan**

Local: 503-574-7500 | Toll Free: 800-878-4445  
M-F, 8 a.m. to 5 p.m Pacific Time  
[healthplans.providence.org](http://healthplans.providence.org)

assist america® is a registered service mark of Assist America, Inc.

## CONDITIONS

Assist America will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

Assist America will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home
- With a pregnancy over 28 weeks
- With mental or nervous disorders unless hospitalized

Services will not be provided for the following types of travel:

- Trips exceeding 90 days from legal residence without prior notification to Assist America (separate purchase of Expatriate Coverage is available at [www.assistamerica.com/expatriate](http://www.assistamerica.com/expatriate))

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. Assist America is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of Assist America.

----- Please cut on dotted line to remove card. -----



**Please provide the following information  
when you call:**

- Your name, phone number and relationship to the patient
- Patient's name, age, gender
- The Assist America reference number
- Name, location and phone number of hospital or treating doctor if applicable

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.

# IDENTITY THEFT PROTECTION

## Assist America gives you Identity Theft Protection

In addition to providing travel emergency assistance services, Assist America also protects you from the often devastating consequences of identity theft. Providence Health Plan members have access to tools and services that helps prevent theft of their personal data, and restores its integrity if it is used fraudulently.

### Identity Fraud Prevention



The best safeguard to handle identity theft is prevention. Assist America offers different tools to protect your personal data and credit history.

#### *Credit Card and Document Registration with Lost and Stolen Assistance*

By registering your details on the encrypted Card Patrol platform, you can store information from credit cards, banks and other important documents in a single, centralized and secured location. If any of the registered items becomes lost or stolen, retrieving the information is fast and simple. The resolution process of canceling and replacing the cards and documents can begin immediately by simply calling the 24/7 number indicated below.

#### *Internet Fraud Monitoring via Card Patrol*

Once you register, Card Patrol uses real-time web-crawling technology to monitor any sign of your personal data on underground chat rooms, websites and blogs where thieves trade and sell stolen data. If any serial numbers or personal information are found on these web portals, you will receive an automatic alert, providing enough time to foil a thief's attempt to use your data.

### Identity Fraud Resolution



#### *24/7 Fraud Fighting*

If you become a victim of identity theft, or even suspect it may have occurred, a single toll-free call anytime, day or night, is all that is necessary to put our professional fraud support team into action. You will be assigned a dedicated Fair Credit Reporting Act (FCRA)-certified caseworker who will act as a trusted guide through the maze of forms and agencies, provide a customized Identity Fraud Protection Kit, and work with you to assist in speeding up the ID restoration process and helping prevent future incidents.



[www.assistamerica.com](http://www.assistamerica.com)

If you wish to register your personal information, visit [www.assistamerica.com/providence](http://www.assistamerica.com/providence) and click on the Card Patrol banner. Card Patrol will require the entry of access code **18327** for verification and extra safety.

If you suspect fraudulent activity in association with your identity, call our 24/7 U.S. toll-free number: **1-877-409-9597** or if calling from overseas: **1-614-823-5227**.

Our identity fraud support caseworkers act as partners to bring speedy resolution and restore peace of mind.





# Travel Emergency Assistance

## Frequently Asked Questions



You're vacationing in Cabo San Lucas, Mexico. 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?

As members of Providence Health Plan, you can call Assist America, our travel emergency assistance partner who will provide you with all the help you need while you are away from home.

### When Should I Contact Assist America?

Contact Assist America for assistance when experiencing a medical or non-medical emergency while traveling more than 100 miles from home or in another country, for less than 90 days.

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](http://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 call or connect with the Operations Center using the VoIP feature (Voice Over Internet Protocols).
- **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](mailto: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, phone number, and relationship to the member
- The member's name, age, gender, and home address
- Assist America reference number: **01-AA-PRV-01193**
- Description of the emergency and current location
- 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 Providence Health Plan 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 medical or travel insurance. You or your health insurance plan are responsible for medical bills incurred while you are traveling. You must submit claims for your medical treatments to Providence Health Plan as indicated in your policy.

### What if I plan on traveling for more than 90 consecutive days?

If you plan on traveling for more than 90 days, you can enroll in the Expatriate/Extended Program on Assist America's website at [www.assistamerica.com/expatriate](http://www.assistamerica.com/expatriate) to ensure coverage for up to a year, provided that your coverage with Providence Health Plan is active.

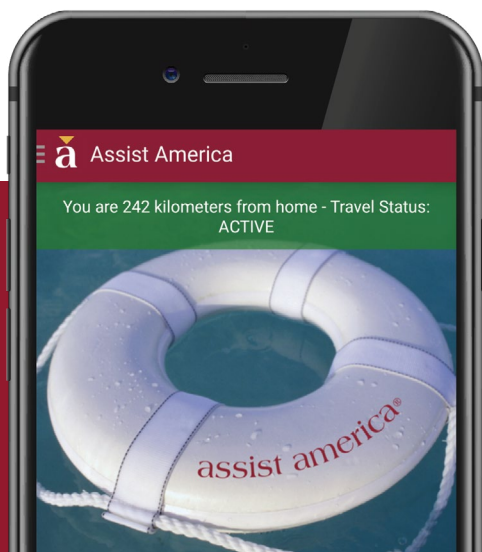
### How Do I Set Up The Mobile App?

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 (**01-AA-PRV-01193**) to activate all the app's features.





assist america®



## Your Assist America Mobile App

Wherever your travels take you, you can conveniently access a wide range of travel emergency assistance services from your phone by downloading the Assist America Mobile App for iPhone and Android.

### AVAILABLE FEATURES



#### TAP FOR HELP

One-touch call to our 24/7 Emergency Operations Center



#### VOICE OVER INTERNET PROTOCOLS

Avoid international phone charges by calling us for free using a Wi-Fi connection



#### TRAVEL STATUS INDICATOR

This feature lets you know when you are eligible for services



#### MOBILE ID CARDS

Your Assist America ID card is conveniently stored within the app



#### 7 LANGUAGES

The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French



#### U.S. PHARMACY LOCATOR

Locate U.S. pharmacies near your current location



#### EMBASSY LOCATOR

Locate the nearest embassy / consulate of 23 countries



#### PRE-TRIP INFORMATION

Detailed country-specific information to assist you as you prepare your trip



#### ASSIST ALERTS

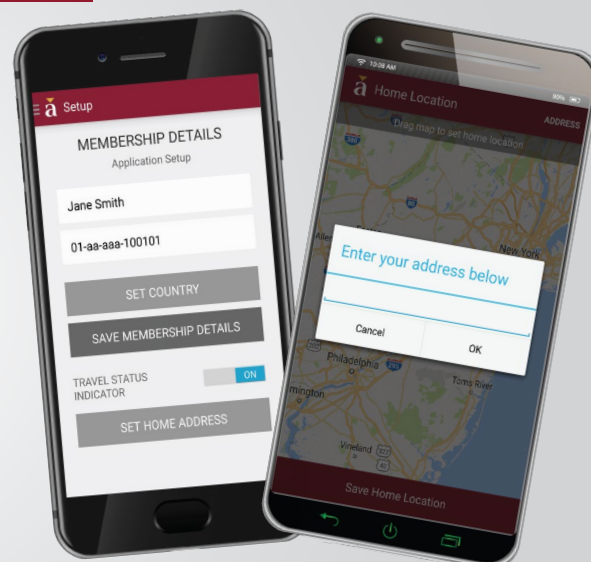
Receive alerts on urgent global situations that may impact travel

### DOWNLOAD & SET UP

Scan the code below to download the Mobile App for free

Set up the app by entering your reference number:  
**01-AA-PRV-01193**

Enter your home address to enable the Travel Status Indicator feature



For more information, visit [www.assistamerica.com](http://www.assistamerica.com)



# Expatriate/Extended Program

As a member of Assist America, you have access to travel emergency assistance services whenever you travel more than 100 miles from home or in another country, for less than 90 days. However, it is also possible to prolong services for travel that will extend beyond 90 consecutive days by enrolling in the Expatriate/Extended Program at an additional administration fee.

## Requirements:

1. You must be a member of Assist America through your Providence Health Plan policy in order to enroll in the Expatriate/Extended Program.
2. The Expatriate/Extended Program must be activated before you leave on your extended trip.

The Expatriate/Extended Program is available for an annual fee of \$80 per individual or \$120 per family. Assist America's services and the Expat/Extended Program is available for your spouse and/or dependent children, provided that they are covered on the active Providence Health Plan.

The Expatriate/Extended Coverage Program period coincides with the effective dates of your insurance policy, regardless of when you enroll. The program is not prorated.

To register, complete the enrollment form on the Assist America website at [www.assistamerica.com/Expatriate-Application](http://www.assistamerica.com/Expatriate-Application) and enter your Assist America reference number **01-AA-PRV-01193** to activate the program.

If you have questions regarding the Expatriate/Extended Program, please call **1-800-872-1414**.

**Download the Assist America Mobile App**

