

## Worldwide 24-HOURS a day...help is only a telephone call away!

When traveling, you can feel confident that you are in safe hands should you face unexpected problems or accidents. UnitedHealthcare Global provides pre-travel assistance and emergency medical, security and travel-related assistance services to employees and their accompanying spouse/dependents, while traveling on authorized business.

**Always carry your Identification Card with you.**

Telephone numbers for the worldwide UnitedHealthcare Global Assistance Emergency Response Center are on the back of the ID card. When you call, be prepared to provide your ID number, your name, and a description of the situation.

International travelers face the possibility of dealing with unexpected problems or accidents in unfamiliar environments. UnitedHealth Group is committed to your safety and well-being. To learn more about available resources, visit the [Global Intelligence Center](#). The "Program Resources & Insurance Benefits" tile provides links to information regarding UnitedHealth Group's Business Travel Accident Insurance. Print additional [ID cards](#) from the Global Intelligence Center.

## Program Resources/Benefits Summary

### MEDICAL INSURANCE

Insurance for certain medical costs related to injury or sudden illness that occurs while traveling on authorized UHG business out of your home country (up to 365 days from the eligible employee's trip departure).

### MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals  
Monitoring of Treatment  
Facilitation of Hospital Payments  
Transfer of Insurance Information to Medical Providers  
Medication, Vaccine and Blood Transfers  
Dispatch of Doctors and Specialists  
Transfer of Medical Records  
Continuous Updates to Family, Employer and Home Physician  
Hotel Arrangements for Convalescence  
Replacement Corrective Lenses and Medical Devices

### TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents  
Emergency Travel Arrangements  
Transfer of Funds  
Legal Referrals  
Translation Services  
Message Transmittals

### WORLDWIDE DESTINATION INTELLIGENCE

Pre-Travel Information  
Travel and Health Information  
Security Intelligence

### MEDICAL EVACUATION AND REPATRIATION SERVICES

Emergency Medical Evacuations  
Transportation to Join a Hospitalized Member  
Return of Dependent Children  
Transportation after Stabilization  
Repatriation of Mortal Remains

### PERSONAL SECURITY SERVICES

Political Evacuation Services  
Security Evacuation Services  
Transportation after Political or Security Evacuation

### FREQUENTLY ASKED QUESTIONS:

**WHO IS UNITEDHEALTHCARE GLOBAL ASSISTANCE?** Since 1977, UnitedHealthcare Global Assistance has been assisting travelers worldwide by utilizing highly trained, multilingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.

**WHEN SHOULD I CONTACT UNITEDHEALTHCARE GLOBAL 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 UnitedHealthcare Global Assistance is there to help you with any type of problem regardless of the severity.

**WHAT IF LOCAL MEDICAL FACILITIES ARE INADEQUATE?** If, through our medical management, it is determined that local medical providers are inappropriate for treatment, UnitedHealthcare Global Assistance will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

**WHAT HAPPENS IF I AM HOSPITALIZED?** It is important to notify the UnitedHealthcare Global Assistance Emergency Response Center as soon as possible so your treating physician can be contacted to assess your condition and treatment plans to ensure your safe recovery. UnitedHealthcare Global Assistance will then update your family, employer/organization and personal physician as appropriate and assist you until you have returned home or have received final treatment.

**Print, cut, fold, and carry with you at all times.**



GLOBAL  
ASSISTANCE

UnitedHealthcare Global ID #: 354681  
Client Name: UnitedHealth Group  
Group: Employees

Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)

### UnitedHealthcare Global Emergency Response Center

United States +1-410-453-6330 (Reverse Charges Accepted)  
TOLL FREE ACCESS - The numbers below must be dialed from within the country  
If your location is not listed or the call will not go through, call the 24-hour  
Emergency Response Center collect (reverse charges accepted)

<b>Australia</b>	1 800 127 907	<b>Japan</b>	00531 11 4065
<b>Brazil</b>	0800 891 2734	<b>Mexico</b>	001 800 101 0061
<b>China (northern)</b>	108888*800 527 0218	<b>Philippines</b>	1 800 1 111 0503
<b>China (southern)</b>	10811*800527 0218	<b>Singapore</b>	800 1100 452
<b>Dominican Republic</b>	1888 567 0977	<b>South Africa</b>	0800 9 92379
<b>France</b>	0800 90 8505	<b>Spain</b>	900 98 4467
<b>Germany</b>	0800 1 811401	<b>Switzerland</b>	0800 55 6029
<b>Hong Kong</b>	800 96 4421	<b>Thailand</b>	001 800 11 471 0661
<b>Israel</b>	1 809 41 0172	<b>U.K.</b>	0800 252 074
<b>Italy</b>	800 877 204	<b>U.S. &amp; Canada</b>	1 800 527 0218
<b>India</b>	000 800 100 1603	<b>Or Call Collect</b>	+1 410 453 6330

\* Dial the first portion of phone number, wait for tone, and then dial remaining numbers.  
For a complete list, go to the Intelligence Center: <https://members.uhcglobal.com>