



Travel Assistance

BENEFIT

SERVICES USE - NOTIFICATION AND PRE-CERTIFICATION

1. All assistance services request shall be notified within **72 HOURS** of the event, and obtain Pre-Certification by Redbridge. Failure to comply with this requirement shall could exonerate Redbridge of any responsibility and obligation in relation to the service(s) required.



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+1 (305) 232-8881



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- a. To request assistance, provide the following information:

1. Full Name
2. Contract number issued by Triple-S
3. Trip dates
4. Type of assistance required
5. Copy of passport
6. Country of permanent residence
7. Telephone number and place where you may be located

- b. During the **Pre-Certification** process, Redbridge shall inform you of:

1. The amount of benefit authorized;
2. If the cost is assumed directly by you, or not; and/or
3. The conditions applicable for reimbursement in accordance with the event or emergency.

Evaluate and accept the alternatives, recommendations and solutions provided by Redbridge, if an emergency puts a life at risk, seek immediate medical attention. If an emergency does not allow you time to contact and obtain Pre-Certification by Redbridge, you or the person responsible to act on your behalf remains obliged to contact Redbridge within the next **72 HOURS** following the onset of the event, and in such case, must provide the original records and invoices supporting the event.

2. In the event that you are requesting services related to stabilization and/or medical intervention, provide written authorization to Redbridge for the Release of your Medical Information by individuals, professionals, entities, medical authorities and institutions which intervened in the emergency or event to allow proper assessment of the services requested.
3. In case your baggage is lost, obtain and complete the Property Irregularity Report (PIR) provided by the carrier.

Travel Assistance Service - Global Network Providers - 24/7 Services

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