

TRAVEL ASSISTANCE MEMBER ID CARD

WORLDWIDE 24-HOURS A DAY

When traveling, you can now feel confident that you are in safe hands if an emergency arises. UnitedHealthcare Global Assistance provides medical and travel-related assistance services.

Always carry your Identification Card with you. Listed below are the telephone numbers to access the worldwide UnitedHealthcare Global Emergency Response Center network. When you call, be prepared to provide your ID number, university's name, your name and a description of the situation.

  <p>GROUP ID: 902280589</p>	<p>For clarification of travel insurance benefits or to verify eligibility contact UnitedHealthcare Global</p> <p>UnitedHealthcare Global Assistance e-mail: assistance@uhcglobal.com www.uhcglobal.com</p> <p>U.S. & Canada 1-800-527-0218 Outside the U.S. Call Collect 1-410-453-6330</p>
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How to Use These Services

- Always carry your member ID card with you when traveling in a foreign country.
- If you have a medical, travel or security problem, call the Emergency Response Center (ERC). If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling the ERC.
- Printed on your member ID card are toll-free phone numbers for the ERC. Call the number for the country in which you are located. If your current location is not listed, call the ERC, reverse charges accepted at +1-410-453-6330.
- When you call, be prepared with as much of the following information as possible: Your name, your university's name and ID number, a description of the situation, and a phone number to reach you.
- A multilingual Assistance Coordinator will render whatever assistance is necessary, and the Emergency Response Team will monitor your case until your Situation is resolved.

FREQUENTLY ASKED QUESTIONS

When should I contact the UnitedHealthcare Global Emergency Response Center?

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 there to help you with any type of problem regardless of the severity.

What if I am unsure of local medical facilities?

Call us. If the medical management team determines that local medical facilities are inappropriate for treatment, we 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 us as soon as possible so that your treating physician can be contacted to assess your condition and treatment plans to ensure your safe recovery. We will then update those persons you want us to, as appropriate, and assist you until you have returned home or have received final treatment.

UnitedHealthcare Global Emergency Response Center is located in Baltimore, Maryland, USA

United States, Canada, Puerto Rico, US Virgin Islands, Bermuda: 1-800-527-0218

Call Collect: 1-410-453-6330

If your international location is not listed or the call will not go through, call the 24-hour Academic Emergency Services Global Emergency Response Center - COLLECT 1-410-453-6330.

All services must be arranged and paid through the Academic Emergency Services program provider in order for the benefits to apply. There is no claim process for reimbursement of self-paid expenses unless otherwise noted in program. Terms, limitations and conditions apply to all services and benefits.

Country/Region	Phone Number(s)
Australia and Tasmania	1-800-127-907
Brazil	0800-891-2734
China(northern regions)	108888 * 800-527-0218
China(southern regions)	10811 * 800-527-0218
Dominican Republic	1-888-567-0977
France and Monaco	0800-90-8505
Germany	0800-1-811401
Hong Kong	800-96-4421
India	000-800-100-1603
Israel	1-809-41-0172
Italy, Vatican City and San Marino	800-877-204
Japan	00531-11-4065
Mexico	001-800-101-0061
Philippines	1-800-1-111-0503
Republic of South Africa	0800-9-92379
Singapore	800-1100-452
Spain and Majorca	900-98-4467
Switzerland and Liechtenstein	0800-55-6029
Thailand	001-800-11-471-0661
U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man	0800-252-074