

HERE IS YOUR UNITEDHEALTHCARE GLOBAL ID CARD WORLDWIDE 24-HOURS A DAY

When traveling, you can now feel confident that you are in safe hands if an emergency arises. As part of your insurance policy, UnitedHealthcare Global provides you with medical and travel-related assistance services. Listed on the back of your ID card are the telephone numbers for the worldwide UnitedHealthcare Global network. When you call, we will ask for your name, your university's name, the UnitedHealthcare Global ID number shown on your card, and a description of your situation. You should always carry your UnitedHealthcare Global ID card with you at all times.

UNITEDHEALTHCARE GLOBAL ASSISTANCE SERVICES:

Medical Assistance Services

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payments
- Relay of Insurance and Medical Information
- Medication and Vaccine Transfers
- Updates to Family, Employer, Sponsoring Organization and Home Physician
- Hotel Arrangements
- Replacement Corrective Lenses and Medical Devices

Concierge Assistance Services

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

Worldwide Destination Intelligence

- Destination Profiles

Travel Medical Insurance Benefits

- To view your Schedule of Benefits, please refer to the insurance policy posted in your Intelligence Center. Coverage underwritten by different companies that are not related to the UnitedHealthcare family of companies.

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HOW TO USE UNITEDHEALTHCARE GLOBAL'S SERVICES:

24 hours a day, 7 days a week, 365 days a year

If you have a medical or travel problem, contact us for assistance. Simply call our toll-free and collect-call telephone numbers printed on your ID card, or email us or email at:

Assistance@uhcglobal.com

When you call, we will ask for your name, your university's name, the UnitedHealthcare Global ID number shown on your card, and a description of your situation. If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact UnitedHealthcare Global's 24-hour Emergency Response Center. We will then take the appropriate action to assist you and monitor your care until the situation is resolved.

Please detach your ID card and carry it with you at all times.



CLIENT: Lone Star College System
UHCG ID: 902287838
VALID: 10/01/2016 – 08/31/2017

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
Assistance services administered by UnitedHealthcare Global.
Underwritten by Catlin Insurance Company, Inc. / Claims administered by Co-ordinated Benefit Plans, LLC
Please refer to your policy documents for coverage and terms.

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)

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

* 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>