



global emergency medical services

exceptional medical assistance, around-the-clock,
across the globe

UnumProvident's global emergency medical services offers the help you need, when you need it, with just one call when travelling 100 miles or more from home, or in a foreign country.



- Multilingual services available through a 24 hour-a-day, 365 day-a-year operations center
- Global operations with international access to U.S.-style medicine
- Medical consultation and evaluation
- Medical referrals to over 600,000 Western-trained, English-speaking, pre-qualified medical providers
- Prescription transfer/replacement upon authorization of personal physician
- Guaranteed hospital admission¹
- Emergency medical evacuation, with medical supervision, to nearest medical facility
- Delivery and reception of emergency messages to your home
- Critical care monitoring
- Economy round-trip common carrier transportation for a friend/relative if you are alone and expect your hospitalization to last more than seven days
- Transportation of minor children left unattended after your accident/illness to a person you designate, or transportation of that designated person to your children's location
- Return travel to your home, when medically authorized
- Legal and interpreter referrals
- Return of mortal remains if death occurs during travel²
- Lost luggage assistance
- Return of vehicle service

¹ *May require a validation of your medical insurance, or an advance of funds to the foreign medical facility. You must repay any expenses related to emergency hospital admissions to Assist America, Inc. within 45 days.*

² *Covered costs include preparation of the body, completion of required documentation, procurement of legal clearances and transportation of remains to the home*

frequently asked questions

Q: Will my medical bills be paid for me?

A: No. You or your health insurance provider are responsible for incurred medical expenses.

Q: What happens if a hospital does not recognize my health insurance identification card?

A: You are guaranteed hospital admission. If necessary, your medical insurance will be validated or advanced funds provided to ensure treatment begins promptly.

Q: What happens when I am ready to be discharged from the hospital?

A: Any medical assistance needed at that time will be arranged and funded in order to transport you home — with a medical or non-medical escort if needed.

Q: I don't travel internationally. Can I still benefit from this program?

A: If you travel more than 100 miles from home — even within the United States — you can receive needed emergency assistance.

Q: Are my spouse and children covered?

A: Your spouse and children may be covered, depending on the plan selected by your employer. See your plan administrator for more information.

Q: How do I get help?

A: Your plan administrator has provided you with a convenient wallet card, either attached to the insert of this brochure or provided under separate cover. Keep this card with you as a reference for instructions and phone numbers when needed. Or, go to www.unumprovident.com/travelassistance for more information.

**Global emergency medical services are provided exclusively by Assist America, Inc. Services are subject to availability and may be withdrawn by UnumProvident without prior notice. Assist America, Inc. pays for all assistance services it provides.*

UNUMPROVIDENT CORPORATION

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