

Hotel Arrangements
Replacement of Corrective Lenses and Medical Devices

Security And Political Evacuation Services

Transportation To Departure Point
Security Evacuation
Political Evacuation
Transportation after Security or Political Evacuation

Destination Intelligence

Destination Health and Safety Profiles

Travel Assistance Services

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

* Transportation cost incurred will be paid for by IBH.

** Preparation and transportation cost incurred will be paid for by IBH.

©2019 UnitedHealth Group Incorporated. The service marks contained in this literature are owned by UnitedHealth Group Incorporated and its affiliated companies, many of which are registered and pending service marks in the United States and in various countries worldwide. Confidential property of UnitedHealth Group Incorporated. Do not reproduce or redistribute without the expressed written consent of UnitedHealth Group Incorporated. UnitedHealth Group cannot guarantee clinical outcomes. Products and services may be limited or excluded by applicable law

Disclosure. TravelAid services are provided by Integrated Behavioral Health, Inc. (IBH), and United Healthcare Global. The Guardian Life Insurance Company of America (Guardian) does not provide any part of TravelAid services. Guardian is not responsible or liable for care or advice given by any provider or resource under the program. This information is for illustrative purposes only. It is not a contract. Only the policy can provide the actual terms, services, limitations and exclusions. We are not responsible for availability, quality, result of or failure to provide any medical, legal or other care or service caused by conditions beyond Our control. Guardian and IBH reserve the right to discontinue TravelAid at any time. Legal services provided through WorkLife Matters will not be provided in connection with or preparation for any action against Guardian, IBH, or your employer. The Guardian Life Insurance Company of America, New York, NY 10004.



.....Expect the Unexpected.....

**UnitedHealthCare Global
Emergency Response Center 24/7
+1-410-453-6330
assistance@uhcglobal.com**

Guardian • **IBH** POPULATION HEALTH SOLUTIONS

+1-410-453-6330 | assistance@uhcglobal.com

GUARDIAN® and the GUARDIAN® Logo are registered service marks of The Guardian Life Insurance Company of America® and are used with express permission.

TravelAid

Assistance and Evacuation Medical Access & Security Access Summary of Services

A comprehensive Assistance Services program providing 24/7 emergency medical and travel assistance services when you are outside your Home Country or 100 or more miles away from your primary residence in your Home Country. The program also provides emergency security assistance services when you are outside of your Home Country.

Expatriates are eligible for medical services while in your Host Country, while traveling outside of your Home Country, or while traveling within your Home Country 100 or more miles away from your primary residence. Expatriates are eligible for security services while in your Host Country or when traveling outside of your Home Country.



How To Use UnitedHealthcare Global Assistance Services

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

Your UHCG identification card is your key to travel security. If you have a medical, personal safety, travel problem, or inquiry/question, simply call for assistance. Call the Emergency Response Center or email the Emergency Response Center at:

Baltimore, MD, USA +1-410-453-6330
assistance@uhcglobal.com

A multilingual case manager will ask for your name, your company or group name, the group number shown on your ID card, and a description of the situation. We will immediately begin assisting you. A full listing of services follows.

If the condition is a medical emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center.

In the event of emergency security situation, you should immediately get to a safe location and then contact the Emergency Response Center. We will then take the appropriate action to assist you and monitor your care until the situation is resolved.

The program provides Medical Evacuation & Repatriation Services, Medical Assistance Services, Security & Political Evacuation Services, Destination Intelligence, and Travel Assistance Services. Full details of service as well as any conditions and limitations are provided in the program description available upon request.

Medical Evacuation & Repatriation Services

If You sustain an illness or injury, UHC Global, upon Your request, will provide the services specified below.

- Emergency Medical Evacuation.*
- Dispatch of Doctors/Specialists
- Medical Repatriation
- Transportation after Stabilization.*
- Transportation to Join a Hospitalized Participant.*
- Return of Minor Children.*
- Repatriation of Mortal Remains.**

IBH will only direct-pay any transportation costs under the Medical Evacuation and Repatriation Services to the transportation providers, unless otherwise approved by UHC Global in advance.

Medical Assistance Services

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payment
- Relay of Insurance and Medical Information
- Medication and Vaccine Transfers
- Updates to Family, Employer, and Home Physician

TravelAid 

Organization:
TravelAid ID: 32911
Notice to Physicians/Hospitals: Call United HealthCare Global immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance.

 **Guardian** •  **IBH** | POPULATION HEALTH SOLUTIONS

+1-410-453-6330 | assistance@uhcglobal.com

GUARDIAN® and the GUARDIAN® Logo are registered service marks of The Guardian Life Insurance Company of America® and are used with express permission. ©Copyright 2019 The Guardian Life Insurance Company of America.