



■ Global Emergency Services

Provided by **assist america**[®]

Congratulations! Your enrollment with Alliance includes a unique global emergency services program from Assist America. This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical emergency while traveling 100 miles or more away from your permanent residence, or in another country. If you choose the Family option, this service is available to you, your spouse and your dependent children.

Assist America's Operations Center is staffed 24-hours-a-day, 365-days-a-year with emergency-dispatch certified, multilingual personnel to advise you quickly and professionally in a medical or non-medical emergency.

One simple phone call to the number on your Assist America identification card will connect you to:

- A global network of pre-qualified medical providers
- A state-of-the-art Operations Center with worldwide response capabilities
- Experienced crisis management professionals
- Air and ground ambulance service providers

Assist America completely arranges and pays for all of the assistance services it provides without limits on the covered cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home.

It is important to keep your identification card with you at all times at or to download the Assist America Mobile App so you can contact an Assistance Coordinator when needed.

Download the Assist America App!

Wherever your travels take you, you can conveniently access a wide range of global emergency assistance services from your phone by downloading the Assist America Mobile App for iPhone and Android. *Scan the QR code below or visit iTunes and Google Play to download the App!*



■ Key Services

Medical Consultation, Evaluation & Referral

Calls to Assist America's Operations Center are evaluated by medical personnel and referred to English-speaking, Western-trained doctors and/or hospitals.

Foreign Hospital Admission Assistance

Assist America will guarantee hospital admission outside the United States by validating a member's health coverage or by advancing funds to the hospital.

Emergency Medical Evacuation

If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment and personnel necessary to evacuate a member to the nearest facility capable of providing a high standard of care.

Medical Monitoring

Assist America's medical personnel will maintain regular communication with the member's attending physician and/or hospital and relay information to the family.

Medical Repatriation

If a member still requires medical assistance upon being discharged from a hospital, Assist America will repatriate him/her home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

Prescription Assistance

If a member needs a replacement prescription while traveling, Assist America will help in filling that prescription.

Emergency Message Transmission

Assist America will receive and transmit emergency messages for members.

Compassionate Visit

If a member is traveling alone and will be hospitalized for more than seven days, Assist America will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family member or friend.

ASSIST AMERICA

Care of Minor Children

Assist America will arrange for the care of children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.

Return of Mortal Remains

Assist America will assist with the logistics of returning a member's remains home in the event of his or her death. This includes arranging the preparation of the remains for transport, procuring required documentation, providing the necessary shipping container, as well as paying for transport.

Emergency Trauma Counseling

Assist America will provide initial telephone-based counseling and referrals to qualified counselors as needed or requested.

Lost Luggage or Document Assistance

Assist America will help members locate lost luggage, documents or personal belongings.

Interpreter and Legal Referrals

Assist America will refer members to interpreters and/or legal personnel, as necessary.

Pre-trip Information

Assist America offers members web-based country profiles that include visa requirements, immunization and inoculation recommendations, as well as security advisories for any travel destination.

■ About Assist America

Assist America, Inc., formed in 1990, is the nation's largest provider of global emergency services through benefit plans. Assist America responds when any eligible member becomes ill or injured while traveling just 100 miles away from home, or in another country.

Conditions

Assist America will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide

- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

Assist America will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home
- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

Exclusions

- Travel by a member's spouse when it is for the benefit of the spouse's employer (spouse business travel)
- Trips exceeding 90 days from legal residence without prior notification to Assist America (Separate purchase of Expatriate coverage is available.)

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. Assist America is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

All consulting physicians and attorneys are independent contractors and not under the control of Assist America. Assist America is not responsible or liable for any malpractice committed by professionals rendering services to a member.

Assist America is not travel or medical insurance, rather it is a provider of global emergency services*. Assist America's services do not replace medical insurance during medical emergencies away from home. All medical costs incurred should be submitted to your health plan and are subject to the policy limits of your health coverage.

*** All services must be arranged and provided by Assist America. No claims for reimbursement of assistance services will be accepted.**

Your Assist America membership cards

Please sign card, remove and carry with you at all times.

If you require medical assistance and are more than 100 miles from home, call Assist America at:
1-800-909-5868
Within the United States
(609) 683-5868
Outside the United States

The holder of this card is a member of Assist America and is entitled to its medical and personal services.
El portador de esta tarjeta es miembro de Assist America y tiene derecho a los servicios personales y de asistencia medica de Assist America.
Le titulaire de cette carte est membre d'Assist America a droit et a l'assistance medicale et aux services personnels d'Assist America.

Attention
This is not a medical insurance card. All services must be provided by Assist America. No claims for reimbursement will be accepted.



#01-AA-AAS-93023S

Reference Number

Member Name

assist america®
Global Emergency Services

----- cut here -----

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- You are 100 miles or more away from home and require medical assistance
- You need a medical consultation
- You need medical evacuation
- You experience local language problems
- You require a hospital admission guarantee

Be sure to fold this card and carry it in your wallet at all times.

When you call Assist America please have the following information available:

- Your name, telephone number and relationship to patient
- Patient's name, age, gender and reference number
- A description of the patient's condition
- Name, location and telephone number of hospital or treating doctor if applicable

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