



Travel emergencies can happen anywhere, anytime. Assist America has you covered.

Your membership in UPMC Health Plan entitles you to a unique global emergency services program, called Assist America®. This program protects you, your spouse, and eligible minor dependent children with resources like doctors, hospitals, pharmacies,

and other services while traveling 100 miles or more from your home, for business or pleasure. Assist America arranges and pays for all of the assistance services it provides, without financial caps or usage limits.

It is important to keep your identification card with you at all times so you can contact Assist America whenever you need help away from home. To print your Assist America card, go to www.upmchealthplan.com and log in to MyHealth OnLine. Once you are logged in, look for the yellow bird icon and select the link to our online guide — MyTown Square. Select the blue “Travel” sign in the middle of MyTown Square for Assist America information and the printable card.

Assist America is not travel or medical insurance — rather it provides 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.

Key Services

Medical Consultation, Evaluation, and Referral

Medical personnel evaluate all calls to the operations center and refer inquiries to qualified doctors or hospitals.

Hospital Admission Guarantee

Assist America will guarantee non-U.S. hospital admission by validating your health coverage or 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 you to the nearest facility capable of providing appropriate care.

Medical Repatriation Home

If you still require medical assistance after being discharged from a hospital, Assist America will transport you home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

Prescription Assistance

If you need a replacement prescription while traveling, Assist America will help you fill that prescription.

Care of Minor Children

If a child is left unattended due to your illness, Assist America will arrange and pay for the child to return home to a family member, or will arrange child care locally. They will also arrange care of children at home who are left unattended due to your unexpected absence.

Compassionate Visit

If you are traveling alone and are expected to be hospitalized for more than seven days, Assist America

will provide economy, round-trip transportation to the hospital for a designated family member or friend.

Return of Mortal Remains

If a member dies while traveling more than 100 miles from home, Assist America will arrange and pay for the preparation and transportation of the mortal remains to the home city.

Lost Luggage or Document Assistance

Assist America can help you locate lost luggage, documents, or personal belongings.

Interpreter and Legal Referrals

Assist America can provide you with referrals to interpreters or legal personnel.

Pre-trip Information

Assist America provides Web-based travel information, including country profiles, visa requirements, immunization and inoculation recommendations, and current 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 employee benefit plans. Assist America responds when any eligible member becomes ill or injured while traveling just 100 miles or more away from home, or in another country.

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

Allen* left his home in Pennsylvania to visit his son in California. When he arrived, he realized he had forgotten his blood pressure medication. Unsure of how he could get a refill, Allen called Assist America for help. Assist America medical coordinators arranged for Allen's physician to call in his prescription to a nearby pharmacy and Allen was able to pick up his prescription within two hours. Allen was so grateful for Assist America's services and was able to relax and enjoy quality time with his son.

James* traveled to Liberia to study international law. Two weeks into school, he was struck by a taxi and seriously injured. He was rushed to the nearest emergency facility and his program coordinator called Assist America. Assist America contacted James' medical team and identified a major problem: there was no CT scan machine to evaluate James' extensive injuries. James would need to be moved to a more sophisticated facility. Assist America evacuated James via air ambulance to a hospital in Paris for diagnosis

and treatment. His mother was transported to his bedside from her home in Montana. After a month in the Paris hospital, James returned home with a medical escort and his mother. He arrived safely and made a full recovery and was thankful that Assist America had saved his life.

Lisa* called Assist America from her home in the United States in advance of a trip to Brazil to ask about services and the immunizations she'd need for her travels. Within 30 minutes, Assist America coordinators provided full immunization requirements, as well as comprehensive trip information, to Lisa via e-mail. She was not only well-prepared for her trip, but also comforted in knowing that Assist America was just a phone call away if she would have an emergency.

If you are away from home and need medical assistance, call Assist America first and they will help you arrange appropriate services. To contact Assist America, call 1-800-872-1414 if you are inside the United States or 1-609-986-1234 if you are outside of the United States. Assist America is ready to help 24 hours a day, 365 days a year.

*Names changed for privacy

UPMC HEALTH PLAN