Life insurance

Travel assistance services

Travel can be one of life’s most exciting and fulfilling experiences. But when an emergency strikes far from home, your dream trip can quickly become stressful, frightening and expensive.

To protect your physical and financial well-being, UnitedHealthcare life insurance products automatically include travel assistance services. These services are available to all members and dependents covered by our life insurance plans. Services can be accessed by phone or online, 24/7, from anywhere in the world.

When you’re planning your next trip, you can enjoy peace of mind, knowing you can get the help and information you need.

Prepare before you go

Before your trip, get up-to-date travel information on immunization requirements, passport and visa requirements, travel/tourist advisories, embassy/consular referrals, foreign exchange rates and cultural background.

In brief:

• Travel assistance is an added benefit of your UnitedHealthcare life insurance plan
• Assistance is available 24/7 for emergency situations anywhere in the world
• Travel assistance services are offered by FrontierMEDEX.
• To access, call the Emergency Response Center collect at 1-410-453-6330 or visit the online Member Center at members.medexassist.com. You will need to provide policy identification number 358231.
Emergency help when and where you need it

Travel Assistance Services
- Emergency travel arrangements
- Assistance in replacing lost or stolen travel documents
- Emergency translation services
- Emergency pet housing and or pet return

Medical Assistance Services
- Referrals to medical or dental providers worldwide
- Assistance with monitoring of medical treatment, hospital payment, transfer of insurance information, coordination of medication and vaccine transfers
- Help replacing corrective lenses and medical devices

Medical Emergency Transportation
- Emergency medical evacuation
- Coordination of transportation for family to join hospitalized member, return of travel companion or children

In the event of death, services also include arranging and paying for all necessary government authorization and travel expenses associated with the return of mortal remains.²

Additional Services
- Visit medexassist.com to learn more information about travel insurance and additional services available to you or your travel companions direct from Frontier-MEDEX.

1 FrontierMEDEX is a subsidiary of UnitedHealth Group.
2 Repatriation of Mortal Remains services are subject to a maximum coverage limit of $15,000 per event. Refer to Description of Covered Services for details of certain sub-limits that may apply.

UnitedHealthcare Life products are provided by UnitedHealthcare Insurance Company; and in California by Unimerica Life Insurance Company; and in New York by Unimerica Life Insurance Company of New York. UnitedHealthcare Insurance Company is located in Hartford, CT; Unimerica Life Insurance Company is located in Milwaukee, WI; and Unimerica Life Insurance Company of New York is located in New York, NY.

SPECIALTY BENEFITS AND PROGRAMS MAY NOT BE AVAILABLE IN ALL STATES OR FOR ALL GROUP SIZES. COMPONENTS ARE SUBJECT TO CHANGE.