

Financial  
Protection

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.<sup>1</sup>
- 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.<sup>2</sup>

### Additional Services

- Visit [medexassist.com](http://medexassist.com) to learn more information about travel insurance and additional services available to you or your travel companions direct from Frontier-MEDEX.

24/7 access by phone or online.

Always carry your FrontierMEDEX ID card with you when traveling 100+ miles from home. Included on your ID card are the toll-free phone numbers for multiple countries -- call the number for the country in which you are located. Or call FrontierMEDEX collect at 1-410-453-6330

Or visit the online Member Center at [members.medexassist.com](http://members.medexassist.com). You will need the policy number that can be found on the ID card below.

The image shows a sample of a FrontierMEDEX Emergency Response Center ID card. The card is divided into two main sections. The left section features the UnitedHealthcare logo at the top, followed by the text 'Powered by FrontierMEDEX' and a large 'Identification code 358231'. Below this, it states 'Administered by UnitedHealthcare Insurance Company and its Affiliates' and provides a notice to physicians/hospitals. The right section is titled 'Emergency Response Center: United States, Baltimore, MD +1-410-453-6330 (COLLECT)'. It lists 'TOLL FREE ACCESS - The numbers below must be dialed from within the country' and provides a table of international phone numbers for various countries. At the bottom of this section, it says '\* Dial the first portion of phone number, wait for tone, and then dial remaining numbers. For a complete list, go to the Member Center: https://members.medexassist.com'.

Emergency Response Center: United States, Baltimore, MD +1-410-453-6330 (COLLECT)			
TOLL FREE ACCESS - The numbers below must be dialed from within the country <small>If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center COLLECT</small>			
Australia	1 800 127 907	Mexico	001 800 101 0061
Brazil	0800 891 2734	Philippines	1 800 1 111 0503
China (northern)	108888*800 527 0218	Singapore	800 1100 452
China (southern)	10811*800 527 0218	South Africa	0800 9 92379
Dominican Republic	1 888 567 0977	Spain	900 98 4467
France	0800 90 8505	Switzerland	0800 55 8029
Germany	0800 1 811401	Thailand	001 800 11 471 0681
Hong Kong	800 98 4421	U.K.	0800 252 074
Israel	1 809 41 0172	U.S. & Canada	1 800 527 0218
Italy	800 877 204		
Japan	00531 11 4065		
<b>Or Call Collect +1 410 453 6330</b>			



<sup>1</sup> FrontierMEDEX is a subsidiary of UnitedHealth Group.

<sup>2</sup> 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.