

ASSISTANCE SERVICES



Assist America responds quickly and efficiently when members experience travel health emergencies in another country. Our global emergency services offer major advantages over competitor assistance providers, including no caps or limits, no charge-backs, and no exclusions for pre-existing conditions, adventure sports, or geographic risk.

Medical Consultation, Evaluation and Referral

Our operations center is staffed 24/7 by medically-certified, multilingual personnel who can evaluate and make immediate recommendations for any emergency situation, including referrals to qualified medical providers.

Medical Monitoring

Our team of medically trained personnel stays in regular communication with the attending physician and hospital to monitor appropriate levels of care.

Prescription Assistance

If a member forgets or loses a prescription while traveling, we assist with replacing the medicine.

Hospital Admission Assistance

We foster prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital. (Advances must be repaid within 45 days.)

Emergency Medical Evacuation

If a member becomes ill or injured in an area of the globe where appropriate care is not available, we will evacuate that individual safely to the nearest facility that meets our rigorous standards.

Compassionate Visit

We will arrange and pay for a loved one to join any traveling member who is alone and expected to be hospitalized for more than five days.

Care of Minor Children

If any minor children were traveling with an ill or injured parent, we will arrange and pay for them to return home, with a qualified attendant if necessary, to a family member, or we will arrange childcare locally. We will also arrange care of children at home who are left unattended due to the parent's unexpected absence.

Medical Repatriation

When the member has been stabilized to the satisfaction of our doctor and the attending physician, we will arrange transport back home or to a rehabilitation facility under medical supervision if required.

Emergency Message Transmission

We will transmit emergency messages reliably between the patient, family, friends and employer.

Return of Mortal Remains

In the unfortunate event that a covered individual passes away while traveling, we will complete the necessary paperwork, and arrange and pay for the necessary body preparations, shipping container and transport to bring the mortal remains home.

Pre-Trip Information

We offer comprehensive pre-trip insights on our website, www.assistamerica.com. (Only available in English.)

Legal and Interpreter Referrals

We can make recommendations for trustworthy legal counsel and interpreter services in any country. We can also arrange bail bonds in jurisdictions where they are legal.

Lost Luggage or Document Assistance

We work with airlines to recover and deliver lost bags, liaise with transportation companies to replace lost travel tickets and contact necessary agencies to solve issues of lost passports and licenses.

And Much More...

Every case we face is unique and requires its own set of customized solutions. That is why Assist America has been saving lives since 1990 without preset parameters. We are committed to resolving the emergencies of our members—whatever it takes—and we have the talent and resources to do so.

For more information, visit www.assistamerica.com