

Global Emergency Assistance

Frequently Asked Questions



When Should I Contact Assist America?

Contact Assist America, our global emergency assistance provider, when you need to connect to qualified health care providers, hospitals, pharmacies and other services if you experience an emergency while traveling 150 kilometers away or more from your permanent residence, or in another country, for up to 90 consecutive days.

What information will I need to provide?

- Name, phone number, and relation to the member
- Member's name, age, and home address
- Description of emergency and current location

What costs are covered by Assist America?

Assist America arranges and pays for all of the transportation services provided. Assist America is not a medical insurer and does not pay for, nor reimburse any medical expenses. Health claims for medical expenses should be submitted to Altius Insurance.

What if I plan on traveling for more than 90 days?

If you plan on traveling for more than 90 consecutive days, purchase the Expatriate Program by connecting with the Assist America Operations Center to maintain continuous emergency assistance services. The coverage should coincide with your active Altius Insurance policy period.

How do I contact Assist America?

You can contact Assist America's 24/7 Operations Center via **Assist America Travel App**: Press "**Tap for Help**" button
Phone (Within U.S.): 1-877-488-9857
Phone (Outside U.S.): +1-609-275-4999
Email: medservices@assistamerica.com

How can I download the app?

The Assist America Travel App is available for free on the App Store and Google Play. Once you have downloaded the app, enter your Assist America reference number to utilize all the App's features. To turn the Coverage Indicator on, go to Set Up and enter your home address. This feature calculates your current distance from home. A highlighted status bar indicates when you are 150 kilometers away from your permanent residence, or in another country, and thus eligible for services.



Reference Number:

35-AL-ALP-10133

**Download the Assist America Travel App
by scanning the code below.**

