



# Global Emergency Assistance Services



Your enrollment through Medical Mutual of Ohio includes a unique global emergency assistance program provided by Assist America®. This program immediately connects you to qualified healthcare providers, hospitals, pharmacies and other services if you experience an emergency while traveling more than 100 miles away from your permanent residence, or in another country, for up to 90 days.

## Medical Assistance Services



### Medical Referrals

Assist America's 24/7 Operations Center is staffed by trained, multilingual operations coordinators who can make immediate recommendations for any emergency situation.



### Medical Monitoring

Assist America maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.



### Emergency Medical Evacuation

If appropriate care is not available, Assist America will safely evacuate the member to the nearest qualified medical facility.



### Foreign Hospital Admission Assistance

Assist America fosters 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.



### Medical Repatriation

When deemed medically necessary, Assist America provides commercial transportation home or to a specified health or rehabilitation facility proximate to the member's residence with a medical or non-medical escort, as required.



### Prescription Assistance

When a prescription is lost or left behind, Assist America works with the prescribing physician and a local pharmacy to replace the member's medicine. Member is responsible for prescription cost.

## Travel Assistance Services



### Compassionate Visit

Assist America will arrange and pay for a family member or a friend to join a member who is traveling alone and is expected to be hospitalized for more than seven days.



### Care of Minor Children

If an injured member has minor children left unattended, Assist America will pay for them to return home to a family member.



### Return of Mortal Remains

In the event that a member passes away, Assist America will arrange and pay for the required documents, preparation of the remains and transport to a funeral home near the member's place of residence.

Other services include:



### Return of Vehicle



### Lost Luggage & Document Assistance



### Legal & Interpreter Referrals



### Pre-trip Information

# Download the Mobile App

Access a wide range of global emergency assistance services from your phone by downloading the Assist America Mobile App. Enter your Assist America Reference Number to set up the App

**01-AA-MML-12191**

## ▶ Tap for Help

Tap to call Assist America's 24/7 Operations Center

## ▶ Voice Over Internet Protocol (VoIP)

Avoid international phone charges by calling Assist America for free using a Wi-Fi connection

## ▶ Pre-Trip Information

Access detailed, country-specific information to prepare your trip

## ▶ Travel Alerts

Receive alerts on urgent global situations that may impact travel

## ▶ Travel Status Indicator

A GPS feature letting you know when you are eligible for services

## ▶ Embassy & U.S. Pharmacy Locator

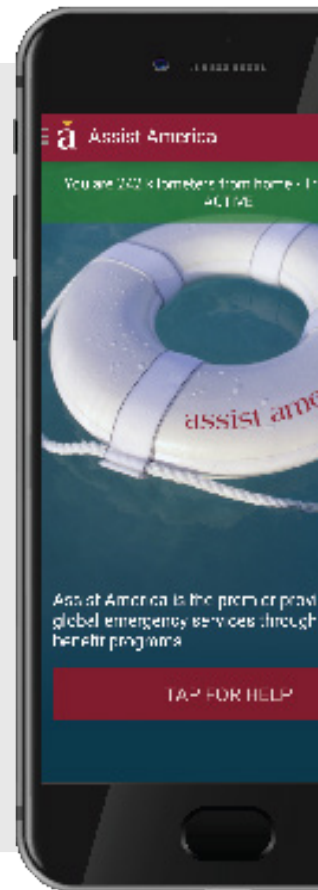
Locate the nearest embassy/consulate of 23 countries and pharmacies near you (U.S. pharmacies only)

## ▶ Mobile ID Card

Your Assist America ID card is conveniently stored within the app

## ▶ Available in 7 languages

The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French



## How to Activate Services

If you are traveling more than 100 miles away from home, or in a foreign country, for less than 90 days and require assistance, contact Assist America's 24/7 Operations Center:

- Use the **Tap for Help Button on the Mobile App**
- **1-800-872-1414** (within the U.S.)
- **1-609-986-1234** (outside the U.S.)
- Email [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

Your Assist America Reference Number is: **01-AA-MML-12191**

For more information regarding Assist America, visit [www.assistamerica.com](http://www.assistamerica.com). If you have questions regarding your insurance policy, contact Medical Mutual of Ohio at 1-800-382-5729.

### Conditions & Limitations:

Assist America pays for all the transportation services it arranges. Requests for reimbursement for medical transport or other services arranged independently by the member will not be accepted. Assist America is not responsible for the cost of medical treatments and other non-medical services received by the member upon a referral made by Assist America.

Assist America will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

Assist America will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or

mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home

- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

Services will not be provided for the following types of travel:

- Trips exceeding 90 days from legal residence (separate purchase of Expatriate Coverage is available at [www.assistamerica.com/expatriate](http://www.assistamerica.com/expatriate))

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. Assist America is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local laws.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of Assist America.