

The Assist America Mobile App

Members can conveniently access a wide range of global emergency assistance services* from their phone by downloading the Assist America Mobile App for iPhone and Android.

AVAILABLE FEATURES



TAP FOR HELP

One-touch call to our 24/7 Emergency Operations Center



VOICE OVER INTERNET PROTOCOL

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



TRAVEL STATUS INDICATOR

This feature lets you know when you are eligible for services*



MOBILE ID CARDS

Your Assist America ID card is conveniently stored within the app



7 LANGUAGES

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



U.S. PHARMACY LOCATOR

Locate U.S. pharmacies near your current location



EMBASSY LOCATOR

Locate the nearest embassy / consulate of 23 countries



PRE-TRIP INFORMATION

Detailed country-specific information to assist you as you prepare your trip



ASSIST ALERTS

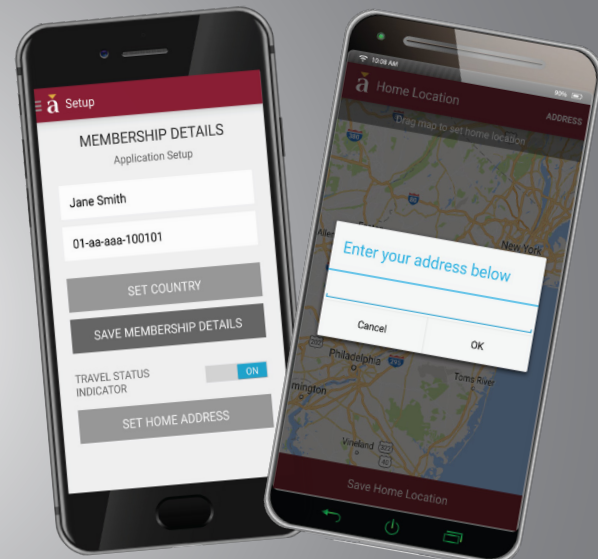
Receive alerts on urgent global situations that may impact travel

DOWNLOAD & SET UP

Scan the code below to download the Mobile App for free

Set up your account by entering your Assist America reference number 01-AA-HAM-031003

Enter your home address to enable the Travel Status Indicator feature



*Assist America services are available when members travel more than 100 miles away from their permanent residence, or in another country, for up to 90 consecutive days. For more information, visit www.assistamerica.com.











GLOBAL TRAVEL EMERGENCY SERVICES

Health Alliance plans come with a unique value-added benefit: a Global Travel Emergency Assistance program provided by Assist America. Assist America provides medical and travel assistance services if members experience an emergency while traveling more than 100 miles away from home or in another country, for up to 90 consecutive days. These services include:

MEDICAL EMERGENCY SERVICES

-  **Medical Consultation, Evaluation & Referral**
The Assist America Operations Center is staffed by trained, multilingual assistance personnel 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 facility that provides adequate care.
-  **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.
-  **Medical Repatriation**
When deemed medically necessary, Assist America provides transportation home or to a specified health facility 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.

TRAVEL ASSISTANCE SERVICES

-  **Compassionate Visit**
Assist America will arrange and pay for a loved one 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, or will arrange childcare locally or at home.
-  **Return of Mortal Remains**
In the event that a member passes away, Assist America will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.
-  **Emergency Trauma Counseling**
Assist America provides emergency telephonic trauma counseling, with follow-up referrals to qualified counselors either at the location of the incident or upon return home.
-  **Return of Vehicle**
If a member's vehicle, still in working-condition, is left away from home as the result of a medical emergency, it will be brought home safely via ground transportation.
-  **Lost Luggage & Document Assistance**
Assist America works with airlines to recover lost bags, and replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.
-  **Interpreter & Legal Referral**
Assist America can recommend trustworthy legal counsel and interpreter services in any country. Bail bonds can be coordinated in jurisdictions where they are legal.
-  **Pre-Trip Information**
Members can review country profiles, visa requirements, immunization regulations, security advisories directly from the Assist America website and Mobile App.