

# Global Emergency Services and **Assist America**

Your PacificSource benefit package includes a unique global emergency services program provided by Assist America.

Assist America immediately connects you to doctors, hospitals, pharmacies, and other services to help you with a medical emergency when you're 100 miles or more from home, or traveling in a foreign country.

Assist America's Operations Center is staffed 24 hours a day, 365 days a year with trained multilingual and medical personnel, including nurses and doctors. One simple phone call to the number on your Assist America identification card will connect you to:

- A global network of pre-qualified medical providers
- A state-of-the-art Operations Center with worldwide response capabilities
- Experienced crisis management professionals
- Air and ground ambulance service providers

Assist America completely arranges and pays for all of the assistance services it provides without limits on the covered cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home.

It is important to keep your identification card with you at all times so that you can call for services whenever you need them.

Assist America is not travel or medical insurance, rather it is a provider of global emergency services.

- Assist America's services do not replace medical insurance; during medical emergencies away from home. All medical costs incurred should be submitted to PacificSource and are subject to the policy limits of your health coverage.
- All services must be arranged and provided by Assist America. No claims for reimbursement of assistance services will be accepted.

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***When you're planning a vacation or business trip, the last thing you need to worry about is what will happen if you need medical attention away from home.***

**assist america®**



*If you have questions, you are welcome to contact our Customer Service Department at 888.977.9299 or e-mail [cs@pacificsource.com](mailto:cs@pacificsource.com).*

## Key Services

### **Medical Consultation, Evaluation & Referral**

Calls to Assist America's Operations Center are evaluated by medical personnel and referred to English-speaking, Western-trained doctors and hospitals.

### **Hospital Admission Guarantee**

Assist America will guarantee hospital admission outside the United States by validating your health coverage or by advancing funds to the hospital.

### **Emergency Medical Evacuation**

If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment, and personnel necessary to evacuate you to the nearest facility capable of providing a high standard of care.

### **Critical Care Monitoring**

Assist America's medical personnel will maintain regular communication with your attending physician and hospital and relay information to the family.

### **Medical Repatriation**

If you still require medical assistance upon being discharged from a hospital, Assist America will repatriate you home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

### **Prescription Assistance**

If you need a replacement prescription while traveling, Assist America will help in filling that prescription.

### **Emergency Message Transmission**

Assist America will receive and transmit emergency messages for you.

### **Compassionate Visit**

If you are traveling alone and will be hospitalized for more than seven days, Assist America will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family member or friend.

### **Care of Minor Children**

Assist America will arrange for the care of children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.

### **Return of Mortal Remains**

In the event of a member's death, Assist America will render every possible assistance. This service includes arranging preparation of the remains for transport, procuring required documentation, providing the necessary shipping container, and paying for transport.

### **Emergency Trauma Counseling**

Assist America will provide initial telephone-based counseling and referrals to qualified counselors as needed or requested.

### **Lost Luggage or Document Assistance**

You can contact Assist America for assistance in locating lost luggage, documents, or personal belongings.

### **Interpreter & Legal Referrals**

Assist America will refer you to interpreters and legal personnel, as necessary.

# Take Us With You When You Travel

Please clip out this card and carry it with your PacificSource ID card when you travel.

If you require medical assistance and are more than 100 miles from your permanent residence or abroad, call Assist America's Operations Center at:

**800-872-1414**

Toll free inside the U.S.A.

**609-986-1234**

Outside the U.S.A. (Precede number by U.S. access code.)

or via e-mail: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

The holder of this card is a member of Assist America and is entitled to its medical and personal services.

El portador de esta tarjeta es miembro de Assist America y tiene derecho a los servicios personales y de asistencia médica de Assist America.

Le titulaire de cette carte est membre d'Assist America et a droit à l'assistance médicale et aux services personnels d'Assist America.

## ATTENTION

This is not a medical insurance card. Claims for reimbursement for services not provided by Assist America will not be accepted.

**assist america®**  
GLOBAL EMERGENCY SERVICES

Reference Number 01-AA-PSH-10073

Name

assist america®



## Pre-Trip Information

Web-based country profiles that include visa requirements, immunization and inoculation recommendations, and security advisories for any travel destination are available from Assist America.

## Conditions

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 acts
- Attempts 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 you from continuing your trip or returning home.
- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

## Exclusions

- Trips exceeding 90 days from legal residence without prior notification to Assist America (separate purchase of expatriate coverage is available)

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 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 law or edict.

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

Assist America is not responsible or liable for any malpractice committed by professionals rendering services to a member.

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**WHEN CALLING THE ASSIST AMERICA OPERATIONS CENTER, BE PREPARED WITH:**

- Your name, telephone number and relationship to the patient
- Patient's name, age, gender, reference number and employer
- Description of the patient's condition
- Name, location and telephone number of hospital, if applicable
- Name and telephone number of attending physician
- Information on where the doctor can be immediately reached

**CALL ASSIST AMERICA WHEN TRAVELING 100 MILES OR MORE AWAY FROM HOME OR IN ANOTHER COUNTRY AND:**

- You require medical or counseling assistance
- You require legal assistance
- You experience local language problems

**All services must be arranged and provided by Assist America. No claims for reimbursement will be accepted.**

*If you have questions, you are welcome to contact our Customer Service Department at 888.977.9299 or e-mail [cs@pacificsource.com](mailto:cs@pacificsource.com).*



**Direct:** 541.684.5582

**Toll Free:** 888.977.9299

**PacificSource.com**