

# Coverage No Matter Where You Travel

There's nothing more reassuring when you're away from home than knowing there's someone available to help in an emergency. That's why we provide global emergency services from Assist America® as a value-added program with medical policies.



## Help When It's Needed Most

Should a member experience a medical emergency when traveling 100 or more miles from home or in a foreign country, a simple phone call to Assist America will help them get the care they need. Assist America's operations center is staffed 24 hours a day, 365 days a year with trained, multilingual and medical personnel, including doctors and nurses, who are ready to help.

Assist America's services can be accessed for:

- Business and pleasure travel
- All members including spouses and dependents enrolled in a PacificSource medical plan, whether traveling together or independently
- Travel periods of 90 days or less (members traveling for longer durations may purchase expatriate coverage directly from Assist America if desired)

## No Unexpected Cost to Member or Employer

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.

## Key Services

### Medical Consultation, Evaluation and 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 the member's 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 the member 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 the member's attending physician and hospital and relay information to the family.

### Bend

Direct: (541) 330-8896  
Toll-free: (888) 877-7996

### Portland

Direct: (503) 699-6561  
Toll-free: (866) 540-1191

### Medford

Direct: (541) 858-0381  
Toll-free: (800) 899-5866

### Springfield

Direct: (541) 686-1242  
Toll-free: (800) 624-6052

### Boise

Direct: (208) 342-3709  
Toll-free: (888) 492-2875

### Coeur d'Alene

Direct: (208) 333-1557  
Toll-free: (888) 492-2875

### Idaho Falls

Direct: (208) 522-1360  
Toll-free: (888) 492-2875

### Helena

Direct: (406) 422-1008  
Toll-free: (855) 422-1008

### PacificSource.com



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## Medical Repatriation

If medical assistance is required after being discharged from a hospital, Assist America will repatriate the member home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

## Prescription Assistance

If the member needs a replacement prescription while traveling, Assist America will help fill that prescription.

## Emergency Messages

Assist America will receive and send emergency messages as needed.

## Compassionate Visit

If a member is 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

Members can call Assist America for assistance in locating lost luggage, documents, or personal belongings.

## Interpreter and Legal Referrals

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

## 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.

## Services that Complement Health Coverage

Assist America's services complement rather than replace PacificSource coverage. Once a member is under the care of a physician or medical facility, the PacificSource policy's terms and conditions apply. Assist America's services ensure that in an emergency, members get access to the care they need, when they're traveling 100 or more miles from home or in a foreign country.

## About Assist America

Formed in 1990, Assist America, Inc. is the nation's largest provider of global emergency services. The company, headquartered in Princeton, New Jersey, serves more than 300,000 enterprises through benefit programs from the country's most prominent insurance providers.

## Questions?

If you need more information about Assist America, or any of our products or services, please contact us.