

Emergency Travel Assistance Services



As a Sentara Health Plans member, you and your covered dependents have access to emergency travel assistance services provided by our partner, Assist America, when traveling 100 miles or more away from home, or in another country. One simple phone call will connect you to:

- State-of-the-art 24/7 Operations Center
- Worldwide response capabilities
- Experienced crisis management professionals
- Trained multilingual and medical personnel, including doctor and nurses
- Air and ground ambulance service providers

Assist America completely arranges and pays for the assistance services it provides with no financial caps or limitations on services. This alleviates many of the obstacles and potential expenses that can be caused by medical and non-medical emergencies away from home or campus.

Assist America is not insurance, rather it is a provider of global emergency assistance services.* All medical costs incurred should be submitted to your travel insurance and are subject to the policy limits of your coverage.

Key Services

- Medical Consultation, Evaluation, & Referral
- Hospital Admission Assistance
- Emergency Medical Evacuation
- Interpreter & Legal Referrals
- Medical Monitoring
- Medical Repatriation
- Prescription Assistance
- Compassionate Visit
- Care of Minor Children
- Return of Mortal Remains
- Emergency Trauma Counseling
- Lost Luggage or Document Assistance
- Pre-trip Information
- Emergency Message Transmission
- Return of Vehicle

**All services must be arranged and provided by Assist America. No claims for reimbursement will be accepted. The services in this brochure are only intended to serve as a general overview. The services available to you through your insurance plan may vary from what is listed in this brochure. For a complete list of services, please consult your service certificate and/or the fulfillment material provided by Sentara Health Plans.*

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Emergency Travel Assistance



assist america[®]
Innovative Assistance Solutions

Reference Number: 01-AA-OPT-10113E

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

800-872-1414 (Toll Free - within the U.S.)

+1-609-986-1234 (Collect Call - outside the U.S.)

Or email: **medservices@assistamerica.com**

Conditions & Exclusions

Assist America will not provide services in the following instances:

- Transfer of a member from one acute facility to another
- Travel undertaken specifically for medical treatment
- Commission of an unlawful act
- Medical emergencies resulting from participation in an act of war
- Transfer of a member with a pregnancy over 6 months
- Incidents involving use of drugs unless prescribed by a physician
- Members with mental or nervous disorders requiring our assistance should be hospitalized
- Injuries resulting from attempted suicide
- No claims for reimbursement of assistance services will be accepted

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

Trips exceeding 90 days from legal residence without prior notification to Assist America are excluded (purchase of Expatriate/Extended 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 or for delays in the delivery of services caused by conditions beyond its control.

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.

Contact Information

For more information about your policy, contact:

Sentara Health Plans

PO Box 66189, Virginia Beach, VA 23466

Member Services: **1-866-846-2682** | Hours: 8 a.m.–6 p.m.

Please provide the following information when you call:

- Your name, telephone number, and relationship to the patient
- Patient's name, age, gender, reference number, and employer
- Name, location, and telephone number of the hospital or treating doctor if applicable

Attention: This card is not a medical insurance card. All services must be provided by Assist America. No claims for reimbursement will be accepted. The holder of this card is a member of Assist America and is entitled to its medical and personal services.