

Emergency Travel Assistance

Provided by Assist America®



Peace of Mind!

No matter where you are in the world, you will always get the care you need

Your enrollment with Sentara Health Plans includes a FREE Emergency Travel Assistance program that can handle and resolve your medical and travel emergencies. You, and any dependents on your health plan, are covered whenever traveling 100 miles or more away from your permanent residence, or in another country, in under 90 consecutive days.

Emergency Travel Assistance services include:

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/or hospitals.

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.

Assist America Operations Center

1-800-872-1414 *(inside USA)*

+1-609-986-1234 *(outside USA)*

Reference Number: **01-AA-OPT-10113E**

Prescription assistance

If a participant needs a replacement prescription while traveling, Assist America will help in filling that prescription.

Emergency trauma counseling

Telephone-based counseling and referrals to qualified counselors.

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.

For more information, visit:
sentarahealthplans.com/cova

Return of vehicle

Assist America will arrange for the return of the eligible participant's fully operable, noncommercial vehicle when necessary due to their medical condition.

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 a participant to the nearest facility capable of providing a high standard of care. The full cost of any evacuation, including medical treatment while in transport, is paid for by Assist America.

Interpreter and legal referrals

Assist America can recommend trustworthy legal counsel and interpreter services in any country. Bail bonds can be coordinated in jurisdictions where they are legal.

Medical monitoring

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

Medical repatriation

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

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.

Lost luggage or document assistance

Help locating lost luggage, documents, or personal belongings.

Return of mortal remains

Assist America will arrange and pay for the return of mortal remains in the event of a participant's death.

Emergency cash coordination

Assist America will assist in coordinating the transfer of emergency cash to an eligible participant, provided they have a verifiable travel emergency and are circumstantially without other financial means. The source of the funds is the responsibility of the eligible participant.

Emergency message transmission

Assist America will transmit emergency messages reliably between the patient, family, friends, employer, or whoever else needs to stay in the information loop.

**Assist America has
you covered.**

There are no exclusions for:

- Pre-existing conditions
- Geographical locations
- Sports related incidents
- Alcohol consumption
- Mental Health conditions



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Assist America is not insurance, it is a provider of global emergency services. Assist America's services do not replace medical insurance during emergencies away from home. All medical costs incurred should be submitted to Sentara Health Plans and are subject to the policy limits of your health coverage.

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