Sentara Health Plans

Global travel assistance

Provided by Assist America®



Travel confidently! No matter where you are in the world, Assist America is here to help.

Your enrollment with Sentara Health Plans includes a global travel assistance program that can help you resolve your medical and travel emergencies at no additional cost. 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.

Global travel assistance services includes:

Medical consultation, evaluation, and referral

The Assist America Operations Center is staffed by trained, multilingual assistance personnel who can evaluate, troubleshoot and make immediate recommendations for any emergency, including referrals to qualified 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.

Prescription assistance

If a member forgets or loses a prescription while traveling, Assist America works with the member's physician and a pharmacy in the area of travel to replace the medicine. Cost of prescription is member's responsibility.

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.

For travel assistance services, please contact Assist America Operations Center

Inside the United States of America:
1-800-872-1414

Outside the United States of America:
+1-609-986-1234

Reference Number: 01-AA-OPT-10113

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Return of vehicle

Assist America will arrange and pay 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 legally permitted. The cost is the responsibility of the member.

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

When a member has been stabilized to the satisfaction of Assist America's consulting physicians, medical transport evaluators, and the attending physician and is medically fit to fly, we will arrange commercial transportation back home or to a rehabilitation facility proximate to the members permanent residence with a medical or non-medical escort, as required.

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

Receive help locating lost luggage, documents, or personal belongings.

Return of mortal remains

In the unfortunate event that a member passes away while traveling, Assist America will arrange and pay for the transportation to bring the mortal remains home.

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

Assist America is not insurance, it is a provider of global travel assistance 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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