



# ASSIST AMERICA



## Providing assistance services worldwide when traveling 100 miles or more from home.

Assist America is closely monitoring the latest COVID-19 developments and has adapted its emergency assistance offering in accordance with CDC and WHO guidelines.

Additional benefits include:

- > **Testing Site Referral:** Trained, multilingual assistance personnel can help locate COVID-19 testing facilities near member's location.
- > **Medical Monitoring:** If a member has COVID-19, will monitor member's medical condition through the quarantine process and liaise with health plan.
- > **Stranded Traveler Assistance:** If stranded while traveling due to COVID-19 travel restrictions, experienced travel assistance coordinators will help member make arrangements to return home, when legally permissible.
- > **Digital Resources:** Up-to-date COVID-19 info can be found on a dedicated landing page on Assist America's website and Assist America Mobile App and via weekly COVID-19 emails.

## Anytime you travel 100 miles or more away from home, even in a foreign country, WHA members benefit from assistance services from Assist America.

Assist America's experienced crisis management professionals work out of a state-of-the-art operations center, 24 hours a day, 7 days a week, offering worldwide response capabilities to provide you with these benefits and more.

- A global network of expert medical providers
- Medical consultation, evaluation and referral
- Prescription assistance
- Foreign hospital admission assistance
- Critical care monitoring and case management
- Emergency medical evacuation
- Emergency message transmission
- Care of minor children
- Compassionate visit
- Legal and interpreter referrals
- Lost luggage or document assistance
- Pre-trip information

*See reverse for details on these services.*

Note: Urgent care and emergency care services are covered under your WHA health plan wherever you are in the world.

**LEARN MORE ABOUT ASSIST AMERICA** | Visit [mywha.org/travel](https://mywha.org/travel) or call **888.563.2250** for assistance

# Western Health Advantage



**24 hours a day, 7 days a week, Assist America's experienced crisis management professionals work out of a state-of-the-art operations center with worldwide response capabilities to provide you with the following benefits and much more!**

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## **A global network of expert medical providers.**

Because Assist America is connected to pre-qualified medical providers around the globe, you can travel confidently, knowing you can find the quality care you need no matter where you are.

## **Medical consultation, evaluation and referral.**

The operations center is staffed 24/7 by emergency-dispatch certified, multilingual personnel who can evaluate, troubleshoot and make immediate recommendations for any emergency situation, including referrals to qualified doctors and hospitals.

## **Prescription assistance.**

If you forget or lose a prescription while traveling, Assist America helps replace the medicine.

## **Foreign hospital admission assistance.**

Assist America validates your WHA coverage and advances funds as needed to ensure prompt hospital admission.

## **Critical care monitoring and case management.**

Assist America's medical team stays in regular communication with the attending physician and hospital to monitor appropriate levels of care.

## **Emergency medical evacuation.**

If you become ill or injured where appropriate care is not available, Assist America will use whatever transportation, equipment and personnel necessary to evacuate you safely to the nearest facility that meets their high standards.



## **Access your Assist America ID card**

Download the Assist America Mobile App for Android and iPhone. The app provides one-touch connection to the operations center. Other useful features include embassy and U.S. pharmacy locator, travel status indicator (based on entered home address), access to Assist Alerts, and more.

## **Emergency message transmission.**

Assist America will transmit emergency messages reliably between you and your family, friends, employer or anyone else who needs to stay in the information loop, as permitted under medical privacy laws.

## **Care of minor children.**

If you become ill or injured when traveling with minor children, Assist America will arrange for your children to return home—with a qualified attendant if necessary—to a family member, or will arrange childcare locally. Assist America will also arrange care of children at home who are left unattended due to your unexpected absence.

## **Compassionate visit.**

Assist America will arrange and pay economy, round-trip transportation costs for a loved one to join you if you are alone and expected to be hospitalized for more than seven days.

## **Legal and interpreter referrals.**

Assist America can make recommendations for trustworthy legal counsel and interpreter services in any country, and can also arrange bail bonds in jurisdictions where they are legal.

## **Lost luggage or document assistance.**

Assist America works with airlines to recover and deliver lost bags, serves as liaison with transportation companies to replace lost travel tickets and contacts necessary agencies to solve issues of lost passports and licenses.

## **Pre-trip information platform.**

Prior to traveling, you can review country profiles, visa requirements, immunization regulations, security advisories and more at [assistamerica.com](http://assistamerica.com) or on the Assist America Mobile App.