

COVID-19 GLOBAL EMERGENCY ASSISTANCE

Assist America wants to remind its traveling members who are more than 100 miles away from home, or in another country, of the services available to them:



assist america®
Innovative Assistance Solutions

 www.assistamerica.com/covid-19

INFORMATION, ADVICE & RESOURCES



DEDICATED COVID-19 WEBPAGE

Assist America continuously monitors COVID-19 information, including country-specific travel restrictions and has created a dedicated COVID-19 webpage to bring the latest and most-trusted updates and travel advice to members.



ENTRY REQUIREMENT ASSISTANCE

Assist America's assistance personnel can help with entry requirements to a member's travel destination including a letter of coverage.



24/7 OPERATIONS CENTER

Our 24/7 Operations Center is available for medical or non-medical travel emergencies as well as for more specific travel advice and can be reached via phone, email, or by using the Tap for Help feature in the Assist America Mobile App.

MEDICAL EMERGENCY ASSISTANCE



MEDICAL REFERRALS

Assist America's 24/7 Operations Center is staffed by trained, multilingual assistance personnel who can locate doctors, hospitals, pharmacies, and COVID-19 testing facilities near a member's location.



MEDICAL MONITORING

If a member has COVID-19, Assist America will guide and monitor the member through the quarantine process and liaise with their health insurance.



PRESCRIPTION ASSISTANCE

If a member is running out of medication, Assist America can help refill the prescription by contacting the member's doctor and sourcing the prescription at a pharmacy near the member's location.



RETURN OF MORTAL REMAINS

In the event a member passes away, Assist America will arrange and pay for the required documents, remains preparation and transport to bring the remains to a funeral home near the member's residence, following the requirements and instructions set forth by local authorities. Transportation time may vary depending on current COVID-19 travel restrictions.



EMERGENCY MEDICAL EVACUATION

If a member becomes ill or injured in an area where an adequate medical facility is not available, we will arrange to transport the member under medical supervision if required, to the nearest medical facility capable of providing the required care.



MEDICAL REPATRIATION

When a member has been stabilized to the satisfaction of Assist America's consulting physicians and medical transport evaluators together with the attending physician, and can travel by commercial carrier, Assist America will arrange transportation back home or to a rehabilitation facility under medical supervision if required.