Global emergency travel assistance wherever you go

As a UPMC Health Plan member, you have access to a unique global emergency travel assistance program—Assist America. You can use this service if you experience an emergency while traveling more than 100 miles from home (including to another country) for less than 90 days.* Assist America can connect you and your covered family members to doctors, hospitals, pharmacies, and more.† This service is available at no cost to you.

Medical emergency services

Emergency medical evacuation
If the local care is not adequate, Assist America will arrange to transport you to an appropriate medical facility at no charge.

Foreign hospital admission assistance
Assist America can facilitate your admission to a hospital by verifying your health insurance or advancing funds to the hospital (if necessary).

Medical consultations, evaluations, and referrals
Assist America's Operations Center is staffed by multilingual travel assistance personnel who can make recommendations for any emergency situation.

Medical monitoring
Assist America's staff will stay in contact with you, your family, and the medical personnel providing your care. Staff members will also monitor the quality and course of your treatment.

Medical repatriation
Assist America can arrange for you to be transported home or to a rehabilitation facility near your residence. If you can't travel alone, the company will provide a medical or nonmedical escort.

Prescription medication assistance
If you lose or forget to pack your prescriptions, Assist America will work with your doctor and a local pharmacy to replace them.

Nonmedical emergency services

Care of minor children
If you are injured while traveling with children, Assist America will arrange for childcare locally or pay for the children to return home to a family member.

Compassionate visit
If you are traveling alone and are going to be hospitalized for more than seven days, Assist America will pay for a family member or friend to join you.

Emergency trauma counseling
Assist America offers emergency trauma counseling via telephone, and it can provide referrals for follow-up care from qualified counselors.

Interpreters and legal referrals
Assist America can recommend legal consultants and interpreters in any country.

Lost luggage and document assistance
Assist America can work with your airline to recover your lost bags. Staff members will also contact any necessary agencies to resolve issues related to a lost passport or other documents.

Return of a vehicle
If you are traveling by vehicle and a medical emergency prevents you from driving home, Assist America will arrange to have your vehicle transported to your home.

Return of mortal remains
If you or a covered dependent passes away while traveling, Assist America will arrange for your remains to be transported to a funeral home near your residence.

Pretrip information
You can check the Assist America website or app for the latest information on countries you may be visiting.

To contact Assist America, take these numbers with you when you travel:
Within the United States: **1-800-872-1414**
Outside of the United States: **1-609-986-1234**

For convenient access to a variety of emergency travel assistance services, download the Assist America app from the Apple App Store or Google Play.

For travel that will extend beyond 90 days, you can obtain additional Assist America coverage through the Expatriate/Extended Coverage program. Your dependents who are studying abroad can also use this coverage. Assist America charges a fee for this program.

†Assist America is not travel or medical insurance, and its services do not replace health coverage while you are away from home. All services must be arranged and provided by Assist America. Bills for any medical costs you incur should be submitted to UPMC Health Plan. They will be subject to the policy limits of your health coverage.

UPMC HEALTH PLAN