Emergency Travel Assistance
Security That Travels With You

When traveling in the U.S. or internationally, for business or pleasure, you can feel confident that you are in safe hands if an emergency arises. Travel assistance support is provided by United Healthcare Global (formerly FrontierMEDEX) and includes the following services:

**Travel Assistance Coverage and Services**
- Pre-trip assistance
- Weather information
- Assistance with emergency passport replacement
- Missing baggage assistance
- Locating medical care
- Locating legal services
- Translation services
- Prescription drug assistance
- Pet care and return
- Consulate and Embassy locations

**Emergency Medical Assistance and Transportation**
- Medical evacuation
- Credentialed Air Ambulances
- Security Evacuation
- Medically necessary repatriation
- Repatriation of remains
- Family or friend travel arrangements
- Hotel convalescence arrangements
- Return of Dependent Children
- Vehicle Return

**Frequently Asked Questions**

**Who is covered under the plan?**

Employees who are covered under Columbia University’s Basic Term Life Insurance Plan (from The Standard) along with eligible dependents, through age 25 regardless of marital or student status, are eligible to use the services under the plan when traveling 100+ miles from home or when traveling in a foreign country for trips up to 180 days.

**Does UnitedHealthcare Global pay for my services?**

All covered services must be coordinate through the UnitedHealthcare Global. The plan will not reimburse for services contracted directly by a member. Medical treatment is not covered through this plan, but medical referrals are available.

**How does UnitedHealthcare Global help locate appropriate medical care for me?**

You are provided referrals based on the medical specialty needed, location, language, office hours, training, etc. UnitedHealthcare Global has a global network of more than 90,000 providers worldwide. The network contains hospitals, clinics and physicians, as well as other providers geared uniquely to the travel insurance industry, such as air ambulances, house call physicians and medical escorts. UnitedHealthcare Global has rigorous credentialing and re-credentialing standards.

**If You Need Travel Assistance Anywhere in the World, Contact Day or Night:**

<table>
<thead>
<tr>
<th>Toll free in the U.S. or Canada</th>
<th>Call collect from other global locations</th>
<th>Via web:</th>
<th>Policy Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-527-0218</td>
<td>1-410-453-6330</td>
<td><a href="https://members.uhcglobal.com">https://members.uhcglobal.com</a></td>
<td>9061</td>
</tr>
</tbody>
</table>

This is intended to only be a summary of the benefits available to you and does not include all plans rules and details and is not considered a certificate of coverage.