



EMERGENCY TRAVEL ASSISTANCE SERVICES

As an Optima Health member, you have access to emergency travel assistance services provided by our partner, Assist America, when you travel 100 miles away from home, or in another country. One simple phone call will connect you to:



- A state-of-the-art Operations Center
- Worldwide response capabilities
- Experienced crisis management professionals
- Air and ground ambulance service providers

Assist America completely arranges and pays for the assistance services it provides without limits on the cost. This alleviates many of the obstacles and potential expenses that can be caused by medical and non-medical emergencies away from home or campus.

Assist America is not insurance, rather it is a provider of global emergency assistance services.* All medical costs incurred should be submitted to your travel insurance and are subject to the policy limits of your coverage.

Key Services

- Medical Consultation & Referral
- Emergency Medical Evacuation
- Medical Monitoring
- Medical Repatriation
- Prescription Assistance
- Compassionate Visit
- Care of Minor Children
- Return of Mortal Remains
- Return of Vehicle
- Emergency Trauma Counseling
- Lost Luggage & Documents Assistance
- Interpreter & Legal Referrals
- Pre-trip Information

And much more!

**All services must be arranged and provided by Assist America. No claims for reimbursement will be accepted. The services in this brochure are only intended to serve as a general overview. The services available to you through your insurance plan may vary from what is listed in this brochure. For a complete list of services, please consult your service certificate and/or the fulfillment material provided by Optima Health.*

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Please cut on dotted line to remove card.

EMERGENCY TRAVEL ASSISTANCE



assist america®

Reference Number: 01-AA-OPT-10113

If you require medical assistance and are traveling 100 miles from your permanent residence, or in another country, call Assist America's Operations Center at:

800-872-1414 (Toll Free - within the U.S.)
+1-609-986-1234 (Collect Call - outside the U.S.)

Or email at: medservices@assistamerica.com

Conditions & Exclusions

Assist America will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment.
- Injuries resulting from participation in acts of war or insurrection.
- Commission of unlawful act(s).
- Attempt at suicide.
- Incidents involving the use of illicit or unprescribed drugs.
- Transfer of member from one medical facility to another facility of similar capabilities and providing a similar level of care.

Assist America will not evacuate or repatriate a member:

- Without medical authorization.
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home.
- With a pregnancy over six months.
- With mental or nervous disorders unless hospitalized.

Trips exceeding 90 days from legal residence without prior notification to Assist America are excluded (purchase of Expatriate coverage is available).

While assistance services are available worldwide, transportation response time is directly related to the location/ jurisdiction where an event occurs. Assist America is not responsible for failing to provide services or for delays in the delivery of services caused by conditions beyond its control.

All consulting physicians and attorneys are independent contractors and not under the control of Assist America. Assist America is not responsible or liable for any malpractice committed by professionals rendering services to a member.

Contact Information

For more information about your policy, contact:

Optima Health

4417 Corporation Lane, Virginia Beach, VA 23462

Member Services: 888-342-5700 | Hours: 8 a.m. – 6 p.m.

Please provide the following information when you call:

- **Your name, telephone number, and relationship to the patient**
- **Patient's name, age, gender, reference number, and employer**
- **Name, location, and telephone number of hospital or treating doctor if applicable**

Attention: This card is not a medical insurance card. All services must be provided by Assist America. No claims for reimbursement will be accepted. The holder of this card is a member of Assist America and is entitled to its medical and personal services.

OptimaHealth 

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