



Emergency Travel Assistance

provided by Assist America

Your enrollment with Optima Health includes a unique emergency travel assistance program for you, your spouse, and dependent children declared on your health plan. Coverage is in effect while traveling 100 miles or more away from your permanent residence, or in another country.



The Assist America Operations Center is staffed 24 hours a day, 365 days a year with trained multilingual and medical personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency.

One simple phone call to the number on your Assist America identification card 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 is not insurance, rather it is a provider of global emergency services.* Assist America's services do not replace medical insurance during emergencies away from home. All medical costs incurred should be submitted to your health plan and are subject to the policy limits of your health coverage.

Key Services

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

And much more...

**All services must be arranged and provided by Assist America. No claims for reimbursement will be accepted. For detailed service descriptions, contact Optima Health.*

Please detach card and carry with you at all times.

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Reference Number 01-AA-OPT-10113

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

1-800-872-1414 (inside USA)

+1-609-986-1234 (outside USA)

Or e-mail at:
medservices@assistamerica.com

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.

Conditions & Exclusions

Conditions

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 drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical 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

Exclusions

- Trips exceeding 90 days from legal residence without prior notification to Assist America (separate 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 strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local law or edict.

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 the program contact:

Optima Health
4417 Corporation Lane
Virginia Beach, VA 23462
Member Services: 888-342-5700
Hours: 8am-6pm

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**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**