

# UnitedHealthcare Global ID Card

## Support provided worldwide 24-hours a day.

When traveling, you can now feel confident that you are in safe hands if an emergency arises. As part of your SafeTrip travel protection plan, UnitedHealthcare Global provides you with medical and travel-related assistance services. Listed on your ID card are the telephone numbers for the worldwide UnitedHealthcare Global Emergency Response Center. When you call, we will ask for your name, your organization's name, the UnitedHealthcare Global ID number shown on your card, and a description of your situation. You should carry your UnitedHealthcare Global SafeTrip ID card with you at all times.

### Assistance & Insurance Services (including but not limited to)

#### Medical Assistance Services

- Worldwide medical and dental referrals
- Monitoring of treatment
- Facilitation of hospital payments
- Relay of insurance and medical information
- Medication and vaccine transfers
- Updates to family, Sponsoring Organization & home physician
- Hotel arrangements
- Replacement corrective lenses & medical devices

#### Travel Assistance Services

- Language services
- Emergency travel arrangements
- Transfer of funds
- Replacement of lost or stolen travel documents
- Legal referrals
- Message transmittals

#### Worldwide Destination Intelligence

- Destination Profiles

The Destination Profiles are available by calling the UnitedHealthcare Global Emergency Response Center at 1.800.527.0218.

#### Travel Medical Insurance Benefits

To view your Schedule of Benefits, please refer to the insurance policy emailed along with this ID card, or find it at [uhcsafetrip.com](http://uhcsafetrip.com). Coverage underwritten by different companies that are not related to the UnitedHealthcare family of companies.

- Medical and accident coverage up to maximum amount selected at purchase
- Emergency medical evacuation and return to home country
- Emergency medical reunion transportation to join a hospitalized member
- Return of minor children
- Hospital Guarantee of Payment
- Return of mortal remains

## How to use UnitedHealthcare Global's services

**24 hours a day, 7 days a week,  
365 days a year**

If you have a medical or travel issue, contact us for assistance. Simply call our toll-free or collect-call telephone numbers printed on your ID card, or email us or email at: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)

If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact UnitedHealthcare Global's 24-hour Emergency Response Center. We'll then take the appropriate action to assist you and monitor your care until the situation is resolved.

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Please cut your ID card along the dotted line and fold in the center.



**SafeTrip**

Client: **AUBURN UNIVERSITY**  
UHCG ID#: **361061**  
Valid: **08/15/2018 - 08/14/2019**

**Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures. Call 24 hours a day (multilingual).**

If you don't have access to a phone, email for assistance: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)

Underwritten by Chubb / Claims administered by Administrative Concepts, Inc. Please refer to your policy document for coverage and terms.

#### UnitedHealthcare Global Emergency Response Center

United States +1-410-453-6330 (Reverse charges accepted)

TOLL FREE ACCESS - The numbers below must be dialed from within the country

If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center collect (reverse charges accepted)

<b>Australia</b>	1.800.127.907	<b>Japan</b>	00531.11.4065
<b>Brazil</b>	0800.891.2734	<b>Mexico</b>	001.800.101.0061
<b>China (northern)</b>	108888*800.527.0218	<b>Philippines</b>	1.800.1.111.0503
<b>China (southern)</b>	10811*800.527.0218	<b>Singapore</b>	800.1100.452
<b>Dominican Republic</b>	1.888.567.0977	<b>South Africa</b>	0800.9.92379
<b>France</b>	0800.90.8505	<b>Spain</b>	900.98.4467
<b>Germany</b>	0800.1.811.401	<b>Switzerland</b>	0800.55.6029
<b>Hong Kong</b>	800.96.4421	<b>Thailand</b>	001.800.11.471.0661
<b>Israel</b>	1.809.41.0172	<b>U.K.</b>	0800.252.074
<b>Italy</b>	800.877.204	<b>U.S. &amp; Canada</b>	1.800.527.0218

\*Dial the first portion of phone number, wait for tone, and then dial remaining numbers. For a complete list, visit [uhcsafetrip.com/phonenumbers](http://uhcsafetrip.com/phonenumbers)