



assist america®



Overview of Assist America

***Presented to:
Diversified Group Brokerage
Corporation***

What is assistance?

- Provides immediate access to emergency medical services
- Started in post WWII Europe
 - Different countries = different cultures

What is Assist America?

- Global emergency assistance company ready to help, anywhere in the world, 24/7
- Problem-solvers who do whatever it takes to resolve members' emergencies any time
- Program offers peace of mind to our members and their families

- Global Capabilities
- American Medical Protocols
- Medical Coordinators in house 24/7
- 911 Emergency Dispatch Certified

- ✓ Medical
- ✓ Personal
- ✓ Legal



- Immediately connecting members with western standard medical care while on:
 - Business trips (policyholder only)
 - Vacations
 - Traveling children
- If traveling for more than 90 days on company assignment or to Study Abroad, extended coverage available through Assist America.

- ◆ Medical Consultation & Referral
- ◆ Medical Monitoring
- ◆ Prescription Assistance
- ◆ Foreign Hospital Admission Guarantee
- ◆ Emergency Medical Evacuation
- ◆ Medical Repatriation



- ◆ Compassionate Visit
- ◆ Care of Minor Children
- ◆ Emergency Messaging
- ◆ Return of Mortal Remains
- ◆ Emergency Counseling

- ◆ Lost Luggage Assistance
- ◆ Lost Document Assistance
- ◆ Pre-trip Information
- ◆ Legal & Interpreter Referrals
- ◆ Return of Vehicle

How to access services:

- Simple one number access
- Toll-free number (and collect number) on ID cards
- E-mail – medservices@assistamerica.com

Eligibility:

- All declared members with the assistance program
- Traveling more than 100 miles from residence for less than 90 days
- Traveling in a foreign country
- Spouse and dependent children on personal trips traveling with or without the employee

Key Benefits

- ◆ No caps, limits or pre-existing condition exclusions
- ◆ No exclusions for alcohol or sports related injuries
- ◆ No geographical or territorial exclusions
- ◆ Large, unpredictable expenses eliminated
- ◆ Addresses employers liability when employees travel for company business
- ◆ Provides peace of mind to the family & employer

www.assistamerica.com