



Global Emergency Assistance Services



The global emergency assistance program provided by Assist America® connects you to qualified healthcare providers, hospitals, pharmacies and other services if you experience an emergency while traveling 100 miles away from home or outside the country for up to 90 days.

Medical Emergency Assistance



Medical Consultation, Evaluation, & Referrals

Assist America's 24/7 Operations Center is staffed by multilingual assistance personnel to immediately support with recommendations for any emergency.



Medical Monitoring

Assist America's support team will closely monitor the course of treatment, and maintain regular communication with patients, their families, and the associated medical staff.



Emergency Medical Evacuation

If appropriate care is not available, Assist America will safely evacuate the member to the nearest qualified medical facility.



Foreign Hospital Admission Assistance

Assist America fosters prompt hospital admission by validating the member's health insurance as needed to the hospital. The member must repay funds within 45 days.



Medical Repatriation

When confirmed to be medically necessary, Assist America provides commercial transportation to home or to a rehabilitation facility proximate to the members residence, with a medical or non-medical escort as required.



Prescription Assistance

When a prescription is lost or left behind, Assist America will reach out to the prescribing physician and work with a local pharmacy to replace the member's medicine. The prescription cost is the member's responsibility.



Replacement of Prescribed Eyeglasses

If a member loses or breaks their prescription glasses, Assist America will assist the member in obtaining a replacement.

Travel Emergency Assistance



Care of Minor Children

If an injured member has minor children left unattended, Assist America will pay for them to return home to a family member, or will arrange for childcare at home.



Compassionate Visit

If the member is traveling alone and is expected to be hospitalized for more than seven days, Assist America will arrange and pay for a selected family member or a friend to join the patient.



Return of Traveling Companion

If travel arrangements for a member's travelling companion are disrupted due to a delay directly caused by a member's hospitalization, Assist America will make travel arrangements for the companion to return to their primary place of residence. The traveling companion is responsible for the associated costs.



Return of Vehicle

Assist America will arrange and pay for the member's fully-operable and non-commercial vehicle to be returned home when necessary due to the member's medical emergency.



Return of Mortal Remains

In the event of a member passing away, Assist America will arrange and pay for the required documents, preparation, and transport of the remains to a funeral home near the member's place of residence.



Other emergency assistance services include: **Lost Luggage and Document Assistance, Legal & Interpreter Referrals, Hotel Referrals, Pre-Trip Information, Emergency Travel Arrangements, Pet Care & Return, Emergency Message Transmission, & Emergency Cash & Bail Bond Coordination**

ID Theft Protection Services

Assist America offers prevention and resolution tools to safeguard your data and restore its integrity if it is used fraudulently. These services include:

24/7 Access to Identity Protection Experts

You have 24/7 direct emergency access to ID Theft Protection experts who can provide guidance in dealing with identity fraud issues.

Credit Card and Document Registration

Register your details using our secure website to store information from credit cards, banks and other important document in a single, centralized and secured location.

Loss & Stolen Card Assistance

Assist America arranges for notification to credit and debit card issuers that a card has been lost or stolen, for all such issuers who accept third party notifications. This Service requires advance registration of up to ten (10) debit or credit cards by the member.

24/7 Identity Fraud Support

If you are a victim of identity fraud, a dedicated ID Theft Protection expert will guide you in mitigating the consequences of the fraud. Your caseworker will also notify credit and debit card issuers if your credit or debit card(s) is lost or stolen.

1-877-409-9597 (Within the US)

1-816-396-9192 (Outside the US)

Access Code:

18327

How to Activate Services

To activate the services, contact Assist America at:

- Use the **Tap for Help Button on the Mobile App**
- **1-800-872-1414** (Within the US)
- **1-609-986-1234** (Outside the US)
- Email medservices@assistamerica.com

Your Assist America Reference Number is:

01-AA-GLI-10231

Conditions & Limitations:

Assist America pays for all the transportation services it arranges. Requests for reimbursement for medical transport or other services arranged independently by the member will not be accepted. Assist America is not responsible for the cost of medical treatments and other non-medical services received by the member upon a referral made by Assist America.

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
- Trips exceeding 90 days away from legal residence

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 beyond the 28th week
- With mental or nervous disorders unless hospitalized
- Spouse traveling on business

Download the Mobile App

Access a wide range of global emergency assistance services from your phone by downloading the Assist America Mobile App. Enter your Assist America Reference Number to set up the App:

01-AA-GLI-10231

▶ Tap for Help

Tap-to-call Assist America's 24/7 Operations Center

▶ Voice Over Internet Protocol (VoIP)

Avoid international phone charges by calling Assist America for free using a Wi-Fi connection

▶ Pre-Trip Information

Access detailed country-specific information to prepare for your trip

▶ Travel Alerts

Receive alerts on urgent global situations that may impact travel

▶ Travel Status Indicator

A GPS feature letting you know when you are eligible for services

▶ Embassy Locator

Locate the nearest embassy/consulate of 23 countries

▶ Mobile ID Card

Your Assist America ID card is conveniently stored within the app

▶ Available in 7 languages

The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French



Available on Google Play and the App Store

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 laws.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of Assist America.

ComPsych Corporation (ComPsych) is a vendor to The Guardian Life Insurance Company of America (Guardian). ComPsych and Guardian are not affiliated entities. Global emergency assistance services (Services) are provided by ComPsych through its subcontractor Assist America. Guardian does not control or provide any part of the Services and does not bear any liability for their provision. This informational resource is not a contract and is for illustrative purposes only. Only the policy contains applicable terms. Guardian and ComPsych reserve the right to discontinue Services at anytime without notice. Services may not be available in all states. Legal/financial assistance and resources are not available in the states of New York and Hawaii. Provision of Services shall be in a manner consistent with applicable law. GUARDIAN® is a registered trademark of The Guardian Life Insurance Company of America® and is used with express permission. 2024-174148 (5/26)