

GLOBAL EMERGENCY SERVICES

Provided by
assist america®



(800)822-3747
mcneilandcompany.com

Congratulations! Your McNeil & Company Emergency Service Insurance Program (ESIP) A&H policy includes a unique global emergency services program from Assist America. This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical emergency 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 completely arranges and pays for the assistance services it provides up to the limits in your ESIP A&H policy. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home. 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.

*All services must be arranged and provided by Assist America. No claims for reimbursement will be accepted.

Key Services

Medical Consultation, Evaluation & Referral

Calls to Assist America's Operations Center are evaluated by medical personnel and referred to English-speaking, Western-trained doctors and/or hospitals.

Hospital Admission Assistance

Assist America will assist with hospital admission outside the United States by validating a participant's health coverage or by advancing funds to the hospital.

Emergency Medical Evacuation

If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment and personnel necessary to evacuate a participant to the nearest facility capable of providing a high standard of care.

Medical Monitoring

Assist America medical personnel will maintain regular communication with the participant's attending physician and/or hospital and relay information to the family.

Medical Repatriation

If a participant still requires medical assistance upon being discharged from a hospital, Assist America will repatriate them home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

Prescription Assistance

If a participant needs a replacement prescription while traveling, Assist America will help in filling that prescription.

Emergency Message Transmission

Assist America will receive and transmit authorized emergency messages for participants.

Compassionate Visit

If a participant is traveling alone and will be hospitalized for more than 7 days Assist America will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family member or friend.

Care of Minor Children

Assist America will arrange for the care of children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.

Return of Mortal Remains

Assist America will assist with the logistics of returning a participant's remains home in the event of his or her death. This service includes arranging the preparation of the remains for transport, procuring required documentation, providing the necessary shipping container as well as paying for transport.

Emergency Trauma Counseling

Assist America will provide initial telephone-based counseling and referrals to qualified counselors as needed or requested.

Lost Luggage or Document Assistance

Assist America will help participants locate lost luggage, documents, or personal belongings.

Interpreter & Legal Referrals

Assist America will refer participants to interpreters and/or legal personnel, as necessary.

Pre-trip Information

Assist America offers participants web-based country profiles that include visa requirements, immunization and inoculation recommendations, as well as security advisories for any travel destination.



Please detach card and carry with you at all times.

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Reference Number 01-AA-ARA-0611F
Name:

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 McNeil & Co.

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 participant of Assist America and is entitled to its medical and personal services.

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

Patient must be an active member of a currently insured Policyholder



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