

# GLOBAL EMERGENCY SERVICES



Your enrollment through Sharp Health Plan includes a unique global emergency assistance program provided by Assist America. This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling more than 100 miles away from your permanent residence, or in another country.

One tap on the Assist America app or a simple phone call will connect you to:







- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers

To activate the services, use the following Assist America reference number:




**01-AA-SHP-09073**

## KEY SERVICES







### MEDICAL EMERGENCY SERVICES

-  **Medical Consultation, Evaluation & Referral**  
Calls to Assist America's Operations Center are evaluated by multilingual, emergency-certified personnel and referred to qualified healthcare facilities.
-  **Foreign Hospital Admission Assistance**  
Assist America fosters prompt hospital admission outside the United States by validating the member's health coverage or by advancing funds to the hospital as needed. Funds must be reimbursed within 45 days.
-  **Emergency Medical Evacuation**  
If adequate medical facilities are not available locally, Assist America will arrange and pay for whatever mode of transport, equipment and personnel necessary to evacuate a member to the nearest facility capable of providing a high standard of care.
-  **Medical Monitoring**  
Assist America's medical personnel will maintain regular communication with the member's attending physician and/or hospital and relay information to the family, as appropriate.
-  **Medical Repatriation**  
If a member still requires medical assistance upon being discharged from a hospital, Assist America will arrange and pay for the member to be transported home or to a rehabilitation facility, with a medical or non-medical escort, as necessary.
-  **Prescription Assistance**  
If a member needs a replacement prescription while traveling, Assist America will help in filling that prescription. The member is responsible to send the cost of the medicine to Sharp Health for claim payment. Any excluded expenses are the member's responsibility.

### NON-MEDICAL EMERGENCY SERVICES

-  **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.
-  **Compassionate Visit**  
If a member is traveling alone and will be hospitalized for more than seven days, Assist America will arrange and pay for economy, common carrier, round-trip transportation to the place of hospitalization for a designated family member or friend.
-  **Return of Mortal Remains**  
Assist America will arrange and pay for the logistics of returning a member's remains home in the event of his or her death during travel.

Other non-medical emergency assistance services include:

-  **Return of Vehicle**
-  **Lost Luggage & Document Assistance**
-  **Legal & Interpreter Referrals**
-  **Emergency Message Transmission**
-  **Emergency Trauma Counseling**
-  **Pre-trip Information**

## DOWNLOAD THE MOBILE APP

Access a wide range of global emergency assistance services from your phone by downloading the FREE Assist America Mobile App for iPhone and Android.



### TAP FOR HELP

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



### VOICE OVER INTERNET PROTOCOLS

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 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 & U.S. PHARMACY LOCATOR

Locate the nearest embassy/consulate of 23 countries and pharmacies near you (U.S. pharmacies only)



### MOBILE ID CARDS

Your Assist America ID card is conveniently stored within the app

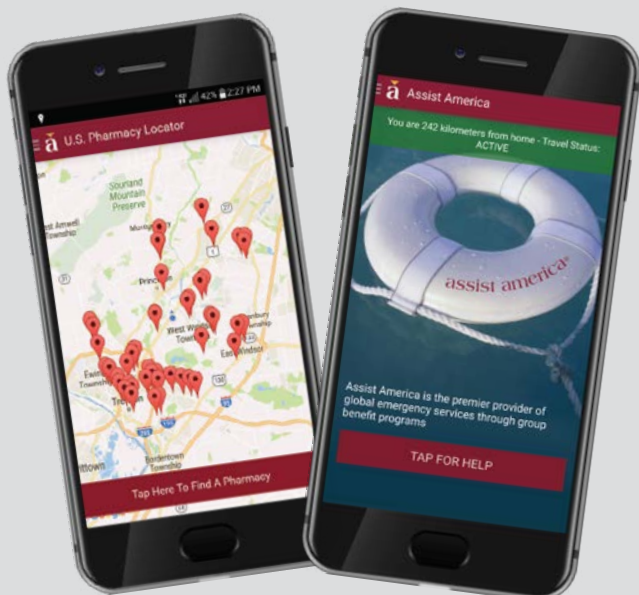


### AVAILABLE IN 7 LANGUAGES

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

Enter your Assist America Reference Number to set up the App:

**01-AA-SHP-09073**



## CONDITIONS

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

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

Services will not be provided for the following types of travel:

- Trips exceeding 90 days from legal residence (separate purchase of Expatriate Coverage is available at [www.assistamerica.com/expatriate](http://www.assistamerica.com/expatriate))

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.

## CONTACT ASSIST AMERICA

To activate services, contact Assist America at:

**+1 609 986 1234** (outside USA) | **+1 800 872 1414** (Toll Free)

Use the **Assist America mobile app**

Email [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

For more information about your health plan, please contact:

**Sharp Health Plan**

Tel. **858-499-8300** or **1-800-359-2002**

[www.sharphealthplan.com](http://www.sharphealthplan.com)