WHAT TO DO IN A TRAVEL EMERGENCY

In the event of a medical, political, pandemic or natural disaster emergency, please take the following steps:

1. Seek medical treatment at the closest medical facility. If medical service is not available, contact UnitedHealthcare Global for assistance (call collect 1-410-453-6330).

2. Contact UnitedHealthcare Global (+1-410-453-6330) to alert them to your emergency. UnitedHealthcare Global will assist, monitor and coordinate your situation until resolved or you are no longer in danger.

3. Call Yale Security 24/7 at +1-203-785-5555 who will notify the Yale University Office of International Affairs and, if necessary, your program.

4. For medical emergencies, notify Yale Health +1-203-432-0123 or your Primary Care Physician.

5. Contact the nearest U.S. Consular service or Embassy or the embassy of your country of citizenship.

Note: If you are unable to make multiple telephone calls, ask UnitedHealthcare Global to make the additional calls for you.

EMERGENCY TELEPHONE NUMBERS

UnitedHealthcare Global: 1-410-453-6330 (call collect) or use the in-country toll-free numbers listed on this ID card.

Yale 24-hour Security Office: +1-203-785-5555

Your Primary Care Physician: ............................

When you call UnitedHealthcare Global, please be prepared with the following information:

1. Name, telephone number, relationship to member

2. Member’s name (the group number is “YALE” or 364416)

3. A description of the emergency or patient’s condition

4. Name, location and telephone number of hospital, if applicable

5. Name and telephone numbers for the treating doctor; how and when the doctor can be reached, if applicable

ATTENTION MEDICAL PERSONNEL OR POLICE

In medical emergencies, assistance will be provided to the individual holding this card as well as their legal dependents traveling with them. En emergencias médicas, la ayuda será proporcionada al individuo que sostiene esta tarjeta y a los dependientes legales que viajen con él. Lors d’urgences médicales, l’aide sera fournie à l’individu porteur droite carte et aux personnes à charge qui voyagent avec lui.
SERVICES PAID BY UNITEDHEALTHCARE GLOBAL

- Emergency Medical Evacuation
- Medically Supervised Return after Stabilization
- Return of Dependent Children and Pets
- Transportation to Join Member when Hospitalized
- Repatriation of Mortal Remains
- Security, Political or Natural Disaster Evacuation & Transportation

OTHER SERVICES

- Medical Assistance Services
  - Worldwide Medical and Dental Referrals
  - Facilitation of Hospital Payment Guarantees
  - Dissemination of Insurance Information to Medical Providers
  - Coordination of Medication, Vaccine and Blood Transfers
  - Monitoring of Treatment
  - Assistance in Replacing Corrective Lenses/ Medical Devices
  - Dispatch of Doctors and Specialists
  - Medical Records Transfer
  - Continuous Updates to Family, Home Physician, and Yale
  - Hotel Arrangements for Convalescence

Travel Assistance Services

- Pre-travel, Safety, Health & Security Information
- Emergency Travel Arrangements
- Emergency Transfer of Funds
- Assistance in Replacing Lost or Stolen Travel Documents
- Legal Referrals/Bail Bond Assistance
- Translation Services

For UnitedHealthcare Global Intelligence Member Center Access

Login at the Yale Risk Management website at: www.ogc.yale.edu/UHCGlobal_Program

* Dial the first portion of phone number, wait for tone, and then dial remaining numbers.

For a complete list, go to the Intelligence Center: https://members.uhcglobal.com

CONTACT UNITEDHEALTHCARE GLOBAL 24/7 FOR EMERGENCY SUPPORT

UnitedHealthcare Global Emergency Response Center
United States +1-410-453-0330 (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)

Australia 1 800 127 907
Brazil 0800 891 2734
China (Northern) 108889800 527 0218
China (Southern) 108117 39357 0218
Dominican Republic 1888 567 0977
France 0800 90 8905
Germany 0800 181 1401
Hong Kong 980 94 4421
Israel 1 809 41 0172
Italy 800 877 304
Japan 00351 11 4065
Mexico 001 800 101 0061
Philippines 1 800 111 0503
Singapore 800 1100 452
South Africa 0800 9 92879
Spain 900 58 4467
Switzerland 0800 58 6293
Thailand 001 800 11 471 0661
U.K. 0800 262 074
U.S. & Canada 1 800 527 0218

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The information on this ID Card is intended to provide a brief outline of services provided. Complete program details, conditions, exclusions and instructions for dependents are found in the UnitedHealthcare Global Description Guide at the website listed above.

Note: UHCG Travel Assistance is not health or travel insurance.

EMERGENCY INFORMATION

Name: ___________________________ D/O/B __________
Citizenship: ___________________________
Phone: ___________________________

(Acute care) Nearest Embassy

Address ___________________________

Local Hospital

Address ___________________________

In case of emergency

Name: ___________________________
Phone: ___________________________
Program leader/local contact

Name: ___________________________
Phone: __________________________

Primary/secondary meeting places

Health Insurance

Policy #: ___________________________
Phone: ___________________________
Primary Care Physician: ___________________________
Phone: ___________________________
Blood type: ___________________________
Special medical conditions: ___________________________

Passport #: ___________________________

U.S. & Canada 1 800 527 0218

CONTACT UNITEDHEALTHCARE GLOBAL 24/7 FOR EMERGENCY SUPPORT

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- Pre-travel, Safety, Health & Security Information
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