YOUR UNITEDHEALTHCARE GLOBAL ID CARD
WORLDWIDE 24 HOURS A DAY

Group ID Number: 364416

Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: assistance@uhcglobal.com

Take the Following Steps During a Travel Emergency
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
6. Member’s healthcare insurance information, if applicable

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

University Health Services: 1-203-432-0123

Take the following steps during a travel emergency:

1. Where serious injury or illness has occurred, immediately 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 inform them of your emergency. UnitedHealthcare Global will assist, monitor and coordinate your situation until it has been resolved or you are no longer in danger.
3. Call Yale Security 24/7 at +1-203-785-5555. Yale Security will notify the Office of the Secretary and, if necessary, your program.
4. For medical emergencies, notify Yale Health (203-432-0123) or your personal health care provider.
5. Contact the nearest U.S. Consular service or Embassy or the embassy of your country of citizenship.

Security, Political, Pandemic and Natural Disaster Emergencies
When an emerging security, political, pandemic or natural disaster situation exists, or when your personal safety is at risk, take the following steps:

1. Contact UnitedHealthcare Global to alert them of your situation and request assistance.
2. Call Yale 24-hour Security Office.
3. Contact the nearest U.S. Consular Service or U.S. Embassy.

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

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 viajan con él.

Lors d’urgences médicales, l’aide sera fournie à l’individu porteur dcette 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
- 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.yale.edu/riskmanagement/medex.html

The information on this ID card is intended to provide a brief outline of services provided. Complete program details, coverage terms, conditions and 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: ___________________________ Date of birth: ___________
Citizenship: ______________________ 911 Equivalent: __________

UnitedHealthcare Global: +1-410-453-6330 (collect)
Yale Security: +1-203-432-0223

(Acute care) Nearest Embassy
Phone: ___________________________
Address: ___________________________

Local Hospital
Phone: ___________________________
Address: ___________________________

In case of emergency
Name: ___________________________
Phone: ___________________________

Program leader/local contact
Name: ___________________________
Phone: ___________________________

Primary/secondary meeting places

_______________________________

Health insurance
Policy #: ________________________
Phone: ________________________

Blood type: ________________________
Special medical conditions: ______________
Passport #: ________________________