

# Travel assistance



## Feel safe wherever you go

Anthem Life Insurance Company (Anthem Life) knows the importance of feeling safe and protected when you are away from home.

## Bring the comforts of home on the road

Emergencies and other unforeseen events happen! What would you do if you got sick in another city or country? Who would you call if you couldn't speak the language? How would you handle a hospitalization? Anthem Life has teamed up with Europ Assistance USA<sup>1</sup> to give you vital travel services that help you when you or your family are 100 miles or more from home for either personal or business reasons.

## A helping hand in medical emergencies

You can feel safe knowing that you can use (access) medical assistance services 24 hours a day. If you need a medical referral, see a doctor, or if you are hospitalized while you are on the road, simply call the toll-free (US) or collect/direct number (international):

- To find doctors, dentists and medical facilities.
- If you are concerned about the hospital care you are receiving (when medically necessary), we will transfer you to an appropriate medical facility or bring you back home, up to \$250,000.
- Send your dependent children home if they're left without an adult to care for them due to your hospitalization, up to \$5,000.
- Send the person with whom you are traveling home, up to \$5,000.

- Set up a bedside visit for a family member or friend if you are hospitalized for more than seven days, or if you are in critical condition, up to \$5,000.
- Set up and pay for the return of mortal remains, should a member die while traveling, up to \$15,000.

## Highlights of the program

- You're enrolled in travel assistance when you choose group term life and AD&D insurance from Anthem Life.
- Travel assistance services are offered to you and your family 24 hours a day, seven days a week.
- This program helps during medical emergencies and gives useful tips before you leave on your trip.

## Your travel companion

Not only does this program help out during medical emergencies, it also offers personal services.

- Send and receive emergency messages
- Emergency cash advances (up to \$500)<sup>2</sup>
- Emergency medical payments (up to \$10,000)<sup>2</sup>
- Legal help and bail (up to \$5,000)<sup>2</sup>

**Valid only for eligible members.**

## Easy access to travel tips

Europ Assistance USA can give you useful tips before you travel, such as vaccine and passport requirements, foreign exchange rates, travel advice and weather conditions.

You can get details by calling Europ Assistance USA:

**From the U.S. and Canada:** 855-393-0195

**From other countries (call collect):** 240-330-1576

For easy access to your travel assistance protection, cut out and carry the wallet card below while traveling.

AnthemLife 

*Valid only for eligible members.*

### Europ Assistance USA

For travel emergency assistance services, call:

**U.S. and Canada:** 855-393-0195

**Other locations (call collect):** 240-330-1576

or visit: [europassistance-usa.com](http://europassistance-usa.com)

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Anthem<sup>®</sup>Life



## Natural disaster and political evacuation services

Your travel assistance program includes provisions to assist you when you're in a location where government and infrastructure have ceased to function effectively due to natural disaster or political upheaval. Europ Assistance USA and its sister company, Drum Cussac, are there to help. Drum Cussac is located in Poole, U.K., and has more than 10 years of experience in dealing with emergency security incidents around the world.

In the event you require emergency evacuation, contact Europ Assistance USA immediately. They will work with Drum Cussac to review the situation and, if deemed a critical incident, arrange for transportation to get you out of danger. The initial response will be to evacuate you to a safe place by secure ground or air travel, depending on the situation.

Natural disaster and political evacuations are coordinated by Europ Assistance USA and Drum Cussac. Once you're in a safe location, Europ Assistance USA will make arrangements to get you home by standard, commercial means. **You are responsible for the cost of all transportation services associated with natural disaster and political evacuations.**

## Terms and Conditions

In case of hospitalization or urgent medical needs, contact Europ Assistance immediately. **Please note that Europ Assistance must arrange or approve any transport in order for payable benefits (such as transport costs) to apply.** Transports you arrange on your own are not eligible for reimbursement. Please note that certain terms, conditions and exclusions apply to medical travel assistance services.

1. In all cases, Europ Assistance USA only suggests a medical professional, medical facility or attorney that gives services to the eligible member. They are not employees or agents of Europ Assistance USA or Anthem Life. You choose the medical professional, facility or legal counsel you want. Europ Assistance USA or Anthem Life is not liable for any medical advice or legal counsel given by the medical professional or attorney. Europ Assistance USA also is not liable for the negligence or other wrongful acts or omissions of any of the health or legal care professionals who give these services. The covered member cannot take action against Europ Assistance USA or Anthem Life for its suggestion of or contract with a medical professional or attorney.

2. You must pay back Europ Assistance USA for these costs. Europ Assistance USA is not affiliated with Anthem Life and the services provided are not part of the insurance coverage provided by Anthem Life. The agreement between Europ Assistance USA and Anthem Life is subject to change, which may affect the services offered.

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