

# UnitedHealthcare Global – ID Card

When traveling, you can now feel confident that you are in safe hands if an emergency arises. As part of your group travel protection plan, UnitedHealthcare Global provides you with medical and travel-related assistance services. Listed on your ID card is the telephone number for the worldwide UnitedHealthcare Global Emergency Response Center. When you call, we will ask for the information shown on your ID card, and a description of your situation. You should carry your UnitedHealthcare Global ID card with you at all times.

## Insurance Benefits (Coverage underwritten by different companies that are not related to the UnitedHealthcare family of companies.)

### Travel Medical Insurance Benefits

- Medical coverage up to maximum amount selected at purchase
- Emergency medical evacuation and repatriation
- Transportation to join a hospitalized member
- Return of minor children
- Return of mortal remains

## Assistance Services (These non-insurance services are provided by UnitedHealthcare Global)

### Medical Assistance Services

- Worldwide medical and dental referrals
- Monitoring of treatment
- Facilitation of hospital payments
- Relay of insurance and medical information
- Medication and vaccine transfers
- Updates to family & home physician
- Hotel arrangements
- Replacement corrective lenses & medical devices

### Travel Assistance Services

- Language translation facilitation and referral
- Emergency travel arrangements
- Transfer of funds
- Support for replacement of lost or stolen travel documents
- Legal referrals
- Message transmittals

### Worldwide Destination Intelligence

- Destination Profiles | Contact the Emergency Response Center to request a Destination Profile of health and security risks for pre-trip planning.

## How to use UnitedHealthcare Global's services

**24 hours a day,  
7 days a week,  
365 days a year**

If you have a medical or travel issue, contact us for assistance. Simply call the Emergency Response Center (ERC) at +1.410.453.6330 or email us at: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)

If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact UnitedHealthcare Global's 24-hour Emergency Response Center. We'll then take the appropriate action to assist you and monitor your care until the situation is resolved.

Please cut your ID card along the dotted line and fold in the center.



**Name:**  
**Client:** The University of Missouri  
**UHCG ID#:** 902587102  
**Valid:** 08/01/2022-07/31/2023

**Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures – completed claim form required.**

Call 24 hours a day (multilingual). If you don't have access to a phone, email for assistance: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)

Underwritten by U.S. Fire Insurance Company / Claims administered by Co-ordinated Benefit Plans, LLC. Please refer to your policy document for coverage and terms.

**UnitedHealthcare Global Emergency Response Center**  
24 hours a day, 7 days a week, 365 days a year

United States +1.410.453.6330  
**Assistance@uhcglobal.com**  
1.800.527.0218 (toll free within U.S. & Canada)

If the condition is an emergency, you should immediately call local emergency services or go to the nearest physician or hospital without delay. Then contact the 24-hour Emergency Response Center. If you have a travel problem, simply call or email for assistance. Carrier charges may be incurred. The Emergency Response Center can obtain a call back number to minimize telecom charges to you.

A multilingual case manager will ask for your name, your organization's name, the number shown on the front of your ID card, and a description of the situation. We will immediately begin assisting you.