



Enjoy a Safe Summer Break with Assist America!

Whether you are planning a weekend getaway, to visit friends or family across the country or going on a vacation this summer, remember that you have access to Assist America's travel emergency services if you experience a medical or non-medical emergency while more than 100 miles away from home. Our services include, but are not limited to:

- Medical Referrals
- COVID-19 Testing Site Referrals
- Emergency Medical Evacuations
- Medical Repatriations
- Prescription Assistance
- Return of Vehicle
- Pre-Trip Information
- COVID-19 Updates & Resources

LET'S STAY IN TOUCH



For travel and health tips, COVID-19 updates and more details about the services, follow Assist America on social media.



DOWNLOAD THE MOBILE APP

Be sure to download Assist America's free Mobile App for iPhone and Android before you leave for your summer vacation! The app comes with a wide range of useful features, including:

- Tap for Help - 24/7 call button
- Voice Over IP Calls (VoIP)
- Digital membership ID card
- COVID-19 Updates
- Pharmacy Locator



Global Emergency Assistance During the COVID-19 Pandemic

Assist America has adapted its global emergency service offering to provide support to members who remain away from home during the ongoing COVID-19 pandemic. Services include:

Information, Advice & Resources



DEDICATED COVID-19 WEBPAGE

Assist America has implemented a dedicated COVID-19 landing page, available on our website and Mobile App. From health and prevention tips, to best practices videos, latest news and a list of travel restrictions by country, the page is intended to be a go-to resource for members to learn more about the virus.



COVID-19 EMAIL UPDATES

Members can sign up at www.assistamerica.com to receive our COVID-19 Assist Alerts. For each email update, our team creates original content on a specific, COVID-19 related topic and shares the latest news and advice regarding the virus.



24/7 OPERATIONS CENTERS

Our 24/7 Operations Center continues to fully support the needs of our members. Our Tap for Help feature on our Mobile App connects members directly with one of our assistance coordinators.

Medical Emergency Assistance



TESTING SITE REFERRALS

Assist America's 24/7 Operations Center is staffed by trained, multilingual assistance personnel who can locate testing facilities near the member's location. Access to testing facilities will vary by location, provider and assessment of symptoms, pre-existing conditions and exposure to the virus.



RETURN OF MORTAL REMAINS

In the event a member dies while away from home, Assist America will provide guidance to the family and arrange and pay for the required documents, remains preparation and transport to bring the remains to a funeral home near the member's place of residence. Our assistance coordinators are trained to follow the requirements and instructions set forth by local authorities and the CDC. Transportation time may vary depending on current COVID-19 travel restrictions and bans.



MEDICAL MONITORING

If a member has COVID-19, Assist America will monitor the member's medical condition through the quarantine process and liaise with the health insurance.



PRESCRIPTION ASSISTANCE

If a member is running out of medication, Assist America can help refill the prescription by contacting their doctor and sourcing the prescription at a pharmacy near the member's location.

Stranded Traveler Assistance



If a member is stranded while traveling due to COVID-19 travel restrictions, our experienced travel assistance coordinators will help them make travel arrangements to return home, when legally permissible.

For more information regarding Assist America or the pandemic, visit www.assistamerica.com/covid-19 or email us at info@assistamerica.com.

For more information and a complete list of services, visit www.assistamerica.com.