

**YOUR UNITEDHEALTHCARE GLOBAL ID CARD WORLDWIDE 24 HOURS A DAY**



**GLOBAL ASSISTANCE**

**Yale**

**For Yale members while traveling:**

- on business or for pleasure
- more than 100 miles from permanent residence

**CLIENT NAME: Yale**

**GROUP ID NUMBER: 364416**

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

**USE THIS CARD IN A TRAVEL EMERGENCY**

**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 viajan con él.

Lors d'urgences médicales, l'aide sera fournie à l'individu porteur de cette carte et aux personnes à charge qui voyagent avec lui.



## UnitedHealthcare Global Emergency Response Center

United States +1-410-453-6330 (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)

<b>Australia</b>	1 800 127 907	<b>Japan</b>	00531 11 4065
<b>Brazil</b>	0800 891 2734	<b>Mexico</b>	001 800 101 0061
<b>China (Northern)</b>	108888*800 527 0218	<b>Philippines</b>	1 800 1 111 0503
<b>China (Southern)</b>	10811*800527 0218	<b>Singapore</b>	800 1100 452
<b>Dominican Republic</b>	1888 567 0977	<b>South Africa</b>	0800 9 92379
<b>France</b>	0800 90 8505	<b>Spain</b>	900 98 4467
<b>Germany</b>	0800 1 811401	<b>Switzerland</b>	0800 55 6029
<b>Hong Kong</b>	800 96 4421	<b>Thailand</b>	001 800 11 471 0661
<b>Israel</b>	1 809 41 0172	<b>U.K.</b>	0800 252 074
<b>Italy</b>	800 877 204	<b>U.S. &amp; Canada</b>	1 800 527 0218

\* 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

### 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](http://www.ogc.yale.edu/UHCGlobal_Program)

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: ..... 911 Equivalent: .....

#### (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 .....

Primary Care Physician: ..... Phone .....

Blood type: ..... Special medical conditions: .....

Passport #: .....