



GLOBAL ASSISTANCE

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 hours a day (multilingual). If you do not have access to a phone, email for assistance: assistance@uhcglobal.com

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 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
6. Member's healthcare insurance information, 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 dcette 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)

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

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

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Health Insurance

Policy #: Phone

Primary Care Physician: Phone

Blood type: Special medical conditions:

Passport #: