

UnitedHealthcare Global Travel Assistance Program



Q. What is the Travel Assistance Program, included with your UnitedHealthcare Life insurance plan?

The Travel Assistance Program, provided by UnitedHealthcare Global (UHCG), provides 24/7 assistance with pre-travel information, non-medical emergency services and medical emergency assistance when a member is traveling 100 miles or more away from home. This program is included at no extra cost for members enrolled in any UnitedHealthcare Life insurance plan (not applicable in NY).

Q. What services are included with the Life insurance travel program?

The Life insurance Travel Assistance Program offers the following services and resources:

- **Global Intelligence Center**
- **Medical Assistance Services**
- **Travel Assistance Services and**
- **Worldwide Destination Intelligence**

Q. How does the Travel Assistance Program work?

Members must register at the Global Intelligence Center (uhcglobal.com). They will be able to access and print a **member travel ID card**, which includes toll-free and collect telephone numbers to access Assistance Coordinators 24-hours a day, every day of the year. In addition, members will have access to the Global Intelligence Center, which includes access to travel-related information and tools.

Once registered, if a member needs travel assistance, they can use their printed ID card to contact an Assistance Coordinator, email assistance@uhcglobal.com or log in to the member portal.

Q. What is the Global Intelligence Center?

The Global Intelligence Center is an online hub for tools and support, gives registered members access to:

- World Watch® for security intelligence
- Medical Intelligence Reports for medical intelligence
- Airline Risk Ratings for a review of commercial airlines
- Travel Security Manager for monitoring employee travel and risk
- Daily Security Reports sign-up to receive daily briefings of global events and more

(See below for access)

Q. What is included as part of Medical Assistance Services?

Medical Assistance Services include:

- 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, employer & home physician
- Hotel arrangements

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Q. What is included as part of Travel Assistance Services?

Travel Assistance Services include:

- Translation services
- Emergency travel arrangements
- Transfer of funds
- Replacement of lost or stolen travel documents
- Legal referrals
- Message transmittals

Q. What is included as part of Worldwide Destination Intelligence?

Worldwide Destination Intelligence includes

- Travel and health Information
- Security intelligence

Get started by logging into the Global Intelligence Center

1. Visit worldwatch.uhcglobal.com
2. Click "Login/Register"
3. Click "Create One Healthcare ID"
4. Enter the required information on the registration page and select "I Agree"
5. **Enter the UnitedHealthcare Global member travel ID number (aka Policy Number): 358231**

(To access a member travel ID card, log into the Global Intelligence Center and print or save.)