



GLOBAL
ASSISTANCE

Client Name:
UnitedHealthcare Global ID #: 323401
User Name:
Password:

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

Travel Assistance Services

Liberty Mutual Insurance is pleased to offer travel assistance services through an arrangement with UnitedHealthcare Global.

What is Travel Assistance?

Travel Assistance provides 24/7/365 access to pre-travel, personal, and emergency assistance with travel-related problems and circumstances.

Who is eligible and when?

Employees who are covered under group life insurance policies issued by Liberty Life Assurance Company of Boston are eligible to use Travel Assistance services. Employees can access these services while traveling for business or personal reasons at least 100 miles from home and for fewer than 90 consecutive days. Dependents traveling with the employee are also eligible.

What types of services are available?

- **Worldwide destination intelligence:** Get weather, currency, culture, embassy, and immunization and vaccination information.
- **Travel:** Receive assistance with lost passports and credit cards, ticket replacement, emergency messages, emergency travel arrangements, translation, legal referral, and emergency cash advances.
- **Medical evacuation and repatriation:** Get assistance with emergency medical evacuation, transportation to join a patient, transportation home for unattended minor children, and repatriation of mortal remains.
- **Security and political evacuation:** Obtain assistance with security intelligence and evacuation arrangements in the event of a threatening political or security situation.

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>

How do I access Travel Assistance services?

Travel Assistance services are available 24 hours a day, seven days a week, every day of the year via toll-free or collect-call telephone numbers that connect directly to UnitedHealthcare Global's Emergency Response Center. You can locate these numbers on the Travel Assistance identification card your employer will give you once your life insurance coverage becomes effective.

You can also access online travel and security information through the program's World Watch® website at <https://members.uhcglobal.com>.

For more information and a full description of services, conditions, limitations, and exclusions, please contact your human resources department.



PROUD PARTNER



libertymutualgroup.com/business   @LibertyB2B



Travel assistance services are administered by UnitedHealthcare Global. UnitedHealthcare Global must make all arrangements for Liberty Mutual Insurance to cover the costs of covered events.

This brochure is a general description of coverage and/or services offered. See your policy or service contract for actual terms and conditions. Group products and services are offered by Liberty Life Assurance Company of Boston, a Liberty Mutual company.
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