

Global Emergency Services

As a value-added benefit to your insurance plan, you have access to a unique Global Emergency Travel Assistance program provided by Assist America. If you experience an emergency while traveling more than 100 miles away from home, domestically or internationally, Assist America will provide you with medical and travel assistance services, including:



Medical Assistance Services

Medical Consultation, Evaluation & Referral



The Assist America Operations Center is staffed by trained, multilingual assistance personnel who can make immediate recommendations for any emergency situation.

Medical Monitoring



Assist America maintains regular communication with patients, their families and attending medical staff, closely monitoring the quality and course of treatment.

Emergency Medical Evacuation



If appropriate care is not available, Assist America will safely evacuate the member to the nearest facility capable of providing the required care.

Foreign Hospital Admission Assistance



Assist America fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital. Funds must be repaid by member within 45 days.

Medical Repatriation



When deemed medically necessary, Assist America will provide commercial transportation home or to a rehabilitation facility with a medical or non-medical escort as required.

Prescription Assistance



When a prescription is lost or left behind, Assist America works with the prescribing physician and a local pharmacy to replace the member's medicine. Member is responsible for the prescription cost.

Travel Assistance Services

Compassionate Visit



Assist America will arrange and pay for a loved one to join a member who is traveling alone and is expected to be hospitalized for more than seven days.

Care of Minor Children



If an injured member has minor children left unattended, Assist America will pay for them to return home to a family member, via one-way economy air fare with an attendant if necessary.

Return of Mortal Remains



In the event that a member passes away, Assist America will arrange and pay for the required documents, remains preparation and transport to bring the mortal remains to a funeral home near the member's place of residence.

Pre-Trip Information



Members can review country profiles, visa requirements, immunization regulations, security advisories directly from the Assist America website and Mobile App.

Return of Vehicle



If a member's vehicle, still in working-condition, is left away from home as the result of a medical emergency, it will be brought home safely via ground transportation.

Lost Luggage & Document Assistance



Assist America works with airlines to recover lost bags, and replace lost travel tickets. We contact necessary agencies to solve issues of lost passports and other documents.

Interpreter & Legal Referral



Assist America can recommend trust-worthy legal counsel and interpreter services in any country. Bail bonds can be coordinated in jurisdictions where they are legal.

Assist America Mobile App



Assist America offers Mobile App services including electronic membership cards, "TAP FOR HELP" calling feature, embassy and consulate locator, service descriptions, pre-trip information and AssistAlerts.

*This list offers a general overview of our services. The specific services available through your plan may vary from these, so be sure to consult the information provided by your plan administrator for details regarding your coverage. Assist America must arrange services. No claims for reimbursement will be accepted.

For more information, visit www.assistamerica.com

Your Assist America Mobile App

Wherever your travels take you, you can conveniently access a wide range of travel emergency assistance services from your phone by downloading the Assist America Mobile App for iPhone and Android.

Available Features



Tap for Help

One-touch call to our 24/7 Emergency Operations Center



Voice Over Internet Protocol

Avoid international phone charges by calling us for free using a Wi-Fi connection



Travel Status Indicator

This feature lets you know when you are eligible for services



Mobile ID Cards

Your Assist America ID card is conveniently stored within the app



7 Languages

The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French



U.S. Pharmacy Locator

Locate U.S. pharmacies near your current location



Embassy Locator

Locate the nearest embassy / consulate of 23 countries



Pre-Trip Information

Detailed country-specific information to assist you as you prepare your trip



Assist Alerts

Receive alerts on urgent global situations that may impact travel



Download & Set Up



Scan the code below to download the Mobile App for free

Set up the app by entering your reference number

Enter your home address to enable the Travel Status Indicator feature



24/7 Our team can be reached 24/7 at the following numbers:

Within the United States: 1-800-872-1414
Outside the United States: 609-986-1234

REFERENCE NUMBER: 01-AA-CEB-06231



The Mobile App has a tap-to-call feature connecting you directly to the Emergency Operations Center

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing supplemental insurance and related services. Supplemental insurance provided by the following U.S. based Chubb underwriting companies: Combined Insurance Company of America (Chicago, IL); in New York, Combined Life Insurance Company of New York (Latham, NY); and ACE Property & Casualty Insurance Company. May not be available in all states. Assist America[®] is not an affiliate of Chubb, and Chubb does not make any representations or warranties concerning the content, accuracy, completeness, or timeliness of Assist America[®] services. Chubb does not accept financial responsibility for the costs incurred by users of Assist America services. Assist America is not an insurance product; we do not accept claims for reimbursement. Assist America pays for the transportation services it provides - members are not responsible for these charges as they will never see a bill. However, members are responsible for medical expenses to providers and hospitals - these are not the responsibility of Assist America.

