

Global Travel Assistance Services

Moda Health offers its eligible members travel assistance services through Assist America. Services are available to members experiencing a travel-related emergency more than 100 miles away from home, or outside the country, for less than 90 consecutive days. Eligible Moda Health members can contact the Assist America Operations Center 24-hours a day, 7 days a week, for assistance.

Call or connect with the Assist America Travel App to:

- Reach the 24/7 Operations Center
- Speak with experienced, multilingual operations coordinators
- Review services available worldwide
- Learn more about additional member resources using the Assist America Reference Number: 01-AA-MHP-1181M

MEDICAL ASSISTANCE SERVICES



Medical Consultation, Evaluation & Referral
Calls to Assist America's Operations Center are supported by multilingual, assistance personnel and are referred to qualified healthcare facilities.



Foreign Hospital Admission Assistance
Assist America fosters prompt hospital admission outside the United States by validating the member's health coverage or by advancing funds to the hospital as needed. Funds must be reimbursed within 45 days.



Emergency Medical Evacuation
If adequate medical facilities are not available locally, Assist America will arrange and pay to evacuate a member to the nearest facility capable of providing appropriate care.



Medical Monitoring
Assist America's medical personnel will maintain regular communication with the member's attending physician and/or hospital and relay information to the family, as appropriate.



Medical Repatriation
If a member requires medical assistance upon being discharged from a hospital, Assist America will arrange and pay for the member to be transported home via commercial carrier or to a rehabilitation facility proximate to their home, with a medical or non-medical escort, as necessary.



Prescription Assistance

If a member needs a replacement prescription while traveling, Assist America will help in coordination to fill that prescription. The member is responsible to send the cost of the medicine to their Humana stand-alone PDP plan for claim payment. Any excluded expenses are the member's responsibility.

TRAVEL ASSISTANCE SERVICES



Care of Minor Children

Assist America will arrange for the care of minor children left unattended as the result of the member's medical emergency and pay for one-way economy air fare, with or without an attendant.



Compassionate Visit

If a member is traveling alone and is anticipated to be hospitalized for more than seven days, Assist America will arrange and pay for economy, common carrier, round-trip transportation to the place of hospitalization for a designated family member or friend.



Return of Mortal Remains

Assist America will arrange and pay for the logistics of returning a member's remains home in the event of his or her death during travel.

Other travel assistance services include:

- Return of Vehicle
- Lost Luggage & Document Assistance
- Legal & Interpreter Referrals
- Emergency Message Transmission
- Emergency Trauma Counseling
- Bail Bond & Emergency Cash Coordination
- Pre-trip Information

Download the Assist America Travel App

Access a wide range of global emergency assistance services from your phone by downloading the Assist America Travel App for iPhone and Android.



Tap for Help

Tap the button at the bottom of the screen to call Assist America's 24/7 Operations center



WiFi Calling

Use a wi-fi connection to call Assist America without incurring international charges



Pre-trip Information

View detailed, country-specific information to prepare for your trip



Travel Alerts

Receive alerts on urgent global situations that may impact travel



Travel-status Indicator

A GPS feature allowing you to know when you are in travel status



Embassy & U.S. Pharmacy Locator

Locate the nearest embassy /consulate of various countries and pharmacies near you (U.S. pharmacies only)



Mobile ID card

Your digital Assist America ID card is conveniently stored within the app



Available in 8 languages

The app is available in multiple languages, including English, Spanish, Arabic, Mandarin, Thai, Bahasa, Turkish, and French

Enter your Assist America Reference Number to set up the app: **01-AA-MHP-1181M**

Questions?

For questions about your Moda Health medical coverage, please contact Moda Health's Customer Service using the phone number on your identification card.

For more information about Assist America, visit www.assistamerica.com.

For Travel Assistance

Contact Assist America at:

+1 609 986 1234 (Outside U.S.)

1 800 872 1414 (Within U.S.)

Use the "Tap for Help" button on the Assist America Travel App

Email medservices@assistamerica.com



Conditions

Assist America pays for all the transportation services it arranges. Requests for reimbursement for medical transport or other services arranged independently by the member will not be accepted. Assist America is not responsible for the cost of medical treatments and other non-medical services received by the member upon a referral made by Assist America.

Assist America will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

Assist America will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home
- With a pregnancy over 28 weeks
- With mental or nervous disorders unless hospitalized

Services will not be provided for the following types of travel:

- Trips exceeding 90 days from legal residence (separate purchase of Expatriate Program is available by emailing medservices@assistamerica.com)

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. Assist America is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local laws.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of Assist America.

This program is not insurance and may be changed or discontinued at any time with 30 days advance notice. Not connected with or endorsed by the United States government or the federal Medicare program. A licensed agent may contact you.

Moda Health Plan, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, religion, color, national origin, age, disability or sex. ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711). CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY: 711). PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyonang tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711). Health plans administered by Moda Health Plan, Inc.