

Global Emergency Services

Frequently Asked Questions

You're vacationing in Cancun, Mexico. On the last day of your trip, you get hurt. Maybe you slip by the pool, you twist your ankle while visiting Mayan Ruins or get stung by a sea urchin. You don't speak the local language. What do you do?

SummaCare Individual & Family members can call Assist America, our global emergency assistance partner who will provide you with all the help you need.



When Should I Use Assist America?

Contact Assist America for assistance when experiencing a medical or non-medical emergency while traveling more than 100 miles from your legal residence or in another country.

Don't hesitate to contact Assist America prior to your trip or go to the Pre-Trip Information platform on Assist America's website at [assistamerica.com/pre-trip-information](https://www.assistamerica.com/pre-trip-information) or Mobile App if you need more information regarding your destination.

How Do I Contact Assist America?

You can contact Assist America's 24/7 Operations Center via:

- **Assist America Mobile App:** for iPhone and Android. Use the Tap for Help button to connect with the Operations Center.

- **Phone:** 800.872.1414 (toll-free within the U.S.) or +1 609.986.1234 (collect call outside the U.S.)
- **Email:** medservices@assistamerica.com
- **Text:** +1 609.334.0807

What Information Will I Need to Provide?

When speaking to a coordinator, you will be asked to provide the following information:

- Your name, telephone number, current location and relationship to the member
- The member's name, age, gender, home location, and employer's name if applicable
- Assist America's Reference Number: **01-AA-SMC-7203**
- Description of the medical or non-medical emergency
- Name, location and phone number of the local hospital, if applicable

How Much Does It Cost?

Assist America is available to you as an added-value benefit to your health insurance policy at no extra cost. Assist America pays for the services it arranges with no financial limitation.

Will Assist America Cover My Medical Bills?

Assist America is not a medical or travel insurance. You or your health insurance plan are responsible for medical bills incurred while you are traveling.

How Do I Set Up The Mobile App?

Access a wide range of global emergency assistance services from your phone by downloading the FREE Assist America Mobile App.

To start using the app features, enter your Assist America Reference number: **01-AA-SMC-7203**

To turn the Coverage Indicator on, go to Set Up and enter your home address. This feature calculates the number of miles you are from home. A highlighted status bar indicates when you are 100 miles away from home or in another country, thus eligible for services.



The Assist America Mobile App is available for free on the Apple App Store and Google Play.

What types of Features are on the Mobile App?



Tap for Help: One-touch call to our 24/7 Emergency Operations Center



Voice Over Internet Protocols: 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



Assist Alerts: Receive alerts on urgent global situations that may impact travel



Embassy & Pharmacy Locator: Locate the nearest embassy/consulate of 23 countries and U.S. pharmacies near you



COVID-19 Updates: Access COVID-19 resources and tools and review the latest health advice and travel updates



Pre-Trip Information: Detailed country-specific information to assist you as you prepare for your trip

For more information regarding Assist America, visit [assistamerica.com](https://www.assistamerica.com). If you have questions regarding your insurance policy, contact SummaCare's Customer Service at **800.996.8701** or **330.996.8700**, Monday through Friday between 8:30 a.m. to 5:30 p.m.