Conditions & Exclusions

Conditions
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 six months
• With mental or nervous disorders unless hospitalized

Exclusions
• Trips exceeding 90 days from legal residence without prior notification to Assist America (separate purchase of Expatriate coverage is available)
• Other conditions and exclusions apply to services provided to dependents who are students. For questions and further information regarding services for dependents who are students, please contact PacificSource Health Plans.

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 law or edict.

All consulting physicians and attorneys are independent contractors and not under the control of Assist America. Assist America is not responsible or liable for any malpractice committed by professionals rendering services to a member.

For more information regarding the program contact:
PacificSource Health Plans
110 International Way
Springfield, OR 97477
Telephone: 800.624.6052
Web site: PacificSource.com
CONGRATULATIONS! Your enrollment through PacificSource
Health Plans includes a unique global emergency services
program from Assist America. This program immediately
connects you to doctors, hospitals, pharmacies and other
services if you experience a medical emergency while traveling
100 miles or more away from your permanent residence, or in
another country.

Assist America’s Operations Center is
staffed 24 hours a day, 365 days a year
with trained multilingual and medical
personnel, including nurses and doctors,
to advise and assist you quickly and
professionally in a medical emergency.

One simple phone call to the number on your Assist
America identification card will connect you to:

- A global network of pre-qualified medical providers
- A state-of-the-art Operations Center with worldwide
  response capabilities
- Experienced crisis management professionals
- Air and ground ambulance service providers

Assist America completely arranges and pays for all the
assistance services it provides without limits on the covered
cost. This alleviates many of the obstacles and potential
expenses that can be caused by medical emergencies away
from home.

It is important to keep your identification card with you at
all times so that you can call for services whenever you
need them.

Assist America is not travel or medical insurance, rather it is
a provider of global emergency services.” Assist America’s
services do not replace medical insurance during medical
emergencies away from home. All medical costs incurred
should be submitted to your health plan and are subject to
the policy limits of your health coverage.

*All services must be arranged and provided by Assist
America. No claims for reimbursement will be accepted.

**GLOBAL Emergency Services**

**Key Services**

Medical Consultation, Evaluation & Referral
Calls to Assist America’s Operations Center are
evaluated by medical personnel and referred to English-
speaking, Western-trained doctors and/or hospitals.

Hospital Admission Guarantee
Assist America will guarantee hospital admission outside the
United States by validating a member’s health coverage or
by advancing funds to the hospital.

Emergency Medical Evacuation
If adequate medical facilities are not available locally,
Assist America will use whatever mode of transport,
equipment and personnel necessary to evacuate a
member to the nearest facility capable of providing a
high standard of 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.

Medical Repatriation
If a member still requires medical assistance upon being
discharged from a hospital, Assist America will repatriate
him/her home or to a rehabilitation facility 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 filling that
prescription.

Emergency Message Transmission
Assist America will receive and transmit authorized
emergency messages for members.

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

**Care of Minor Children**
Assist America will arrange for the care of children left
unattended as the result of a medical emergency and pay for
any transportation costs involved in such arrangements.

**Return of Mortal Remains**
Assist America will assist with the logistics of returning a
member’s remains home in the event of his or her death.
This includes arranging the preparation of the remains for
transport, procuring required documentation, providing the
necessary shipping container as well as paying for transport.

**Emergency Trauma Counseling**
Assist America will provide initial telephone-based
counseling and referrals to qualified counselors as needed
or requested.

**Lost Luggage or Document Assistance**
Assist America will help members locate lost luggage,
documents or personal belongings.

**Interpreter & Legal Referrals**
Assist America will refer members to interpreters and/or
legal personnel, as necessary.

**Pre-trip Information**
Assist America offers members web-based country profiles
that include visa requirements, immunization and inoculation
recommendations, as well as security advisories for any
travel destination.

**Please provide the following information when you call:**

- Your name, telephone number and relationship
to the patient
- Patient’s name, age, gender, reference number
  and employer
- Name, location and telephone number of hospital
  or treating doctor if applicable