Emergency Travel Assistance Program
Supported by UnitedHealthcare Global

An important travel benefit for University of Minnesota Students, Grad Assists, Residents, Fellows and their dependents

University of Minnesota members and their dependents traveling 100 or more miles away from home or outside of their home country can now obtain emergency medical, travel, and personal security assistance, 24 hours a day, anywhere in the world, through UnitedHealthcare Global, a leading provider of international travel assistance services.

How to use UnitedHealthcare Global services

- **Always carry your UnitedHealthcare Global ID card with you** when traveling 100+ miles from home or in a foreign country. Expatriates are covered on a full-time basis while on assignment.

- **If you have a medical, travel or security problem, call UnitedHealthcare Global**. If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling UnitedHealthcare Global.

- Printed on your ID card are toll-free phone numbers for UnitedHealthcare Global. **Call the number for the country in which you are located**. If your current location is not listed, call the UnitedHealthcare Global Emergency Response Center collect at +1-410-453-6330 (reverse charges accepted).

- When you call, **be prepared with as much of the following information as possible**: Your name, your organization’s name and UnitedHealthcare Global ID number, a description of the situation, and a phone number to reach you.

- A multilingual Assistance Coordinator will render whatever assistance is necessary, and UnitedHealthcare Global’s Emergency Response Team will monitor your case until the situation is resolved.

Creating a Global Intelligence Center Account

1. Visit [https://members.uhcglobal.com](https://members.uhcglobal.com)

2. Select “Create User.”


4. Create a unique username and password and accept the User Agreement.

5. Click “Register Now,” complete final information and click “Finish.”

Be sure to retain your username and password for future Global Intelligence Center access.
UnitedHealthcare Global Services Available

This document is only a partial description of benefits. Please refer to the program description details regarding the benefits, paid services, conditions and limitation of your UnitedHealthcare Global program.

Travel Assistance Services

- Pre-travel information
- Emergency Travel Arrangements
- Transfer of Funds
- Assist in the Replacement of Lost or Stolen Travel Documents
- Legal Referrals
- Emergency Translation Services
- Message Transmittals

Medical Assistance Services

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payment
- Transfer of Insurance Information to Medical Providers
- Coordination of Medication and Vaccine Transfers
- Assist in the Replacement of Corrective Lenses and Medical Devices
- Dispatch of Doctors and Specialists
- Medical Records Transfer
- Continuous Updates to Family, Organization, and Home Physician
- Hotel Arrangements for Convalescence

Medical Evacuation and Repatriation Services

- Emergency Medical Evacuation
- Transportation to Join a Hospitalized Member
- Return of Dependent Children
- Transportation After Stabilization
- Repatriation of Mortal Remains

Security and Political Evacuation Services

- Security Evacuations
- Political Evacuations
- Transportation After Security or Political Evacuation
- Natural Disaster Evacuation Services