

# SHARP Health Plan

## Emergency Travel Services



### assist america®

Your enrollment with Sharp Health Plan includes a unique global emergency assistance program provided by Assist America®. This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling more than 100 miles away from your permanent residence, or in another country for up to 90 days. One tap on the Assist America app or a simple phone call will connect you to a state-of-the-art 24/7 Operations Center that provides:

- ✓ Multilingual crisis management professionals
- ✓ Worldwide emergency response support
- ✓ Air and ground ambulance service providers

When speaking to an Assist America coordinator, you will be asked for the following information:

- Your name, age, gender, and home address. If you are calling on behalf of a plan member, please provide your name, phone number, and relationship to the member.
- Your Sharp Health Plan Assist America reference number: **01-AA-SHP-09073**
- Description of the emergency and your current location
- Name, location and phone number of the local hospital, if applicable

### Key services

#### Medical emergency services

- Medical consultation, evaluation & referral
- Foreign hospital admission assistance
- Emergency medical evacuation
- Medical monitoring
- Medical repatriation
- Prescription assistance

#### Non-medical emergency services

- Care of minor children
- Compassionate visit
- Return of mortal remains
- Return of vehicle
- Lost luggage & document assistance
- Legal & interpreter referrals
- Emergency message transmission
- Emergency trauma counseling
- Pre-trip information

## Download the app



Access a wide range of global emergency assistance services from your phone by downloading the free Assist America mobile app. Enter your Sharp Health Plan Assist America reference number to set up the app: **01-AA-SHP-09073**.

### Tap for help

One-touch call to Assist America's 24/7 Operations Center

### Voice over internet protocols

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

### Pre-trip information

Access 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 letting you know when you are eligible for services

### Pharmacy locator (U.S. only)

Get the medicines you need before your trip

### Embassy locator

Find the nearest embassy or consulate when traveling in 23 countries

### Mobile ID cards

Your Assist America ID card is conveniently stored within the app

### Available in 7 languages

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



### We're ready to help!

For more information and a complete list of conditions, please visit [sharphealthplan.com/ets](http://sharphealthplan.com/ets) or call 1-800-359-2002. You can also call the Assist America hotline at 1-800-872-1414.

