


## TRAVEL ASSISTANCE MEMBER ID CARD

### WORLDWIDE 24-HOURS A DAY

When traveling, you can now feel confident that you are in safe hands if an emergency arises. United Healthcare Global Assistance provides medical and travel-related assistance services.

Always carry your Identification Card with you. Listed below are the telephone numbers to access the worldwide UnitedHealthcare Global Emergency Response Center network. When you call, be prepared to provide your ID number, university's name, your name and a description of the situation.

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|  <p style="text-align: right;">TRAVEL<br/>ASSISTANCE</p> <p><b>UnitedHealthcare Global Assistance</b><br/> <b>U.S. &amp; Canada 1-800-527-0218</b><br/> <b>Outside the U.S. Call Collect 1-410-453-6330</b><br/> <b>e-mail: <a href="mailto:assistance@uhcglobal.com">assistance@uhcglobal.com</a></b><br/> <b><a href="http://www.uhcglobal.com">www.uhcglobal.com</a></b></p> <p><b>UHCG GROUP ID FOR FACULTY:</b><br/> <b>363381</b></p> | <p><b>UNIVERSITY OF CALIFORNIA</b><br/> <b>Policy Number: ADD N04223810</b></p> <p>For claims inquiries: <b>CHUBB</b></p> <p>CHUBB USA Accident &amp; Health Claims<br/>         PO Box 5124<br/>         Scranton, PA 18505-0056</p> <p>Phone: 1-800-336-0627<br/>         7:30 am to 4:00 pm Monday – Friday EST</p> |
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### How to Use These Services

- Always carry your member ID card with you when traveling in a foreign country.
- If you have a medical, travel or security problem, call the Emergency Response Center (ERC). If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling the ERC.
- Printed on your member ID card are toll-free phone numbers for the ERC. Call the number for the country in which you are located. If your current location is not listed, call the ERC, reverse charges accepted at +1-410-453-6330.
- When you call, be prepared with as much of the following information as possible: Your name, your organization's name and 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 the Emergency Response Team will monitor your case until your Situation is resolved.

## FREQUENTLY ASKED QUESTIONS

### When should I contact the UnitedHealthcare Global Service Center?

Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that our team is there to help you with any type of problem regardless of the severity.

### What if I am unsure of local medical facilities?

Call us. If our medical management team determines that Local medical facilities are inappropriate for treatment, we will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

### What happens if I am hospitalized?

It is important to notify us as soon as possible so that your treating physician can be contacted to assess your condition and treatment plans to ensure your safe recovery. We will then update those persons you want us to, as appropriate, and assist you until you have returned home or have received final treatment.

### Where do I send claims?

ACE Accident & Health Claims  
P O Box 5124  
Scranton, PA. 18505-0556

Phone: 1-800-336-0627  
7:30 am to 4:00 pm Monday – Friday EST

**UnitedHealthcare Global Emergency Response Center**  
Baltimore, Maryland, USA

**United States, Canada, Puerto Rico, US Virgin Islands,  
Bermuda: 1-800-527-0218**

**Call Collect: 1-410-453-6330**

If your international location is not listed or the call will not go through, call the 24-hour UnitedHealthcare Global Emergency Response Center COLLECT 1-410-453-6330.

If you are having difficulties calling the UnitedHealthcare Global Emergency Response Center, you can [open a case with us](#) here.

| Country/Region  | Phone Number(s)       |
|---|-----------------------|
| Australia and Tasmania  | 1-800-127-907         |
| Brazil  | 0800-891-2734         |
| China(northern regions)   | 108888 * 800-527-0218 |
| China(southern regions)   | 10811 * 800-527-0218  |
| Dominican Republic  | 1-888-567-0977        |
| France and Monaco   | 0800-90-8505          |
| Germany   | 0800-1-811401         |
| Hong Kong   | 800-96-4421           |
| India   | 000-800-100-1603      |
| Israel  | 1-809-41-0172         |
| Italy, Vatican City and San Marino                                  | 800-877-204           |
| Japan   | 00531-11-4065         |
| Mexico  | 001-800-101-0061      |
| Philippines   | 1-800-1-111-0503      |
| Republic of South Africa  | 0800-9-92379          |
| Singapore   | 800-1100-452          |
| Spain and Majorca   | 900-98-4467           |
| Switzerland and Liechtenstein                                       | 0800-55-6029          |
| Thailand  | 001-800-11-471-0661   |
| U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man | 0800-252-074          |