Congratulations! Your enrollment through Arch Insurance Group 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. 

The Assist America 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 state-of-the-art Operations Center
- Worldwide response capabilities
- Experienced crisis management professionals
- Air and ground ambulance service providers

Assist America completely arranges and pays for the assistance services it provides without limits on the cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home. Assist America is not insurance, rather it is a provider of global emergency services.* Assist America’s services do not replace medical insurance during 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.

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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 Assistance**
Assist America will assist with hospital admission outside the United States by validating a participant’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 participant to the nearest facility capable of providing a high standard of care.

**Medical Monitoring**
Assist America medical personnel will maintain regular communication with the participant’s attending physician and/or hospital and relay information to the family.

**Medical Repatriation**
If a participant still requires medical assistance upon being discharged from a hospital, Assist America will repatriate them home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

**Prescription Assistance**
If a participant 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 participants.

**Compassionate Visit**
If a participant is traveling alone and will be hospitalized for more than 24 hours, Assist America will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family participant 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.

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**Return of Mortal Remains**
Assist America will assist with the logistics of returning a participant’s remains home in the event of his or her death. This service 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 participants locate lost luggage, documents, or personal belongings.

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

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

**Political Evacuation**
In the event of an emergency situation due to government or social upheaval while a participant is abroad, and to avert immediate bodily harm, Assist America will arrange and pay for the evacuation of the covered person from the impacted area. Conditions apply*.

**Natural Disaster Evacuation**
While a covered person is abroad, if an emergency evacuation is needed due to a natural disaster that results in widespread and severe damage, with the government of that country issuing an official disaster declaration, Assist America will assess the situation. If the area is determined to be uninhabitable, they will arrange and pay for transportation from a safe departure point to the nearest safe location.

Eligible participants must contact Assist America as soon as possible after the country of study issues an official disaster declaration as delays may make safe transportation impossible and preclude an evacuation. Conditions apply*

*Please contact your school administrator for a full listing of conditions and exclusions as per the service certificate.