

# TRAVEL ASSISTANCE

USING TRAVEL GUARD

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## TRAVEL ASSISTANCE INFO

Learn how to make the most of your health plan, including international travel assistance through Travel Guard, a CHP Student Health partner.

## HOW TO CONTACT

Inside the United States and Canada, dial toll free (877) 305-1966

Outside the United States and Canada:

- Request an international operator
- Request the operator to place a collect call to the USA at (715) 295-9311
- Email us at [assistance@aig.com](mailto:assistance@aig.com)

## WHEN TO CONTACT

- If you are traveling outside the United States and require medical assistance or have a medical emergency or require medical evacuation or repatriation.

- If you are traveling outside the United States and need assistance with a non-medical situation such as lost luggage, lost documents, legal help, etc.

## INFORMATION YOU NEED

You will need to provide Travel Guard with the following information when you call:

- Group Number or School Name
- Nature of your call and/or emergency. Be sure to provide contact information at your current location in the event Travel Guard needs to call you back.

## MEDICAL/TRAVEL ASSISTANCE SERVICES

All Services are non-insurance services provided by LiveTravel, Inc. All benefits provided are service benefits, not financial benefits, and are not part of a filed insurance policy. LiveTravel, Inc. will help arrange services but any cost associated with securing the benefits or services are at the member's sole expense. Please refer to your Plan brochure to verify if any/all of these benefits are available to you.

## MEDICAL ASSISTANCE

- Coordinate medical evacuation assistance
- Physician/hospital/dental/vision referrals, when medical attention is required including assistance with appointments
- Coordination of repatriation arrangements for the return of mortal remains in accordance with local government procedures
- Return travel arrangements
- Assistance with emergency prescription replacement while abroad
- Dispatch of doctor or specialist
- In-patient and out-patient medical case management
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance

## EMERGENCY TRAVEL

Travel Guard keeps you on the move. It's a unique service that is like having a dedicated around-the-clock travel counselor just a phone call away to solve last-minute travel problems or emergencies.

- Flight re-booking
- Hotel re-booking
- Rental vehicle booking
- Emergency return travel arrangements
- Missed connections coordination

## WORLDWIDE TRAVEL ASSISTANCE

Travel may be more hassle-free with this complete suite of travel help.

- Lost baggage search and luggage replacement assistance
- Lost or stolen documents assistance
- Immunization, visa and passport information
- Emergency language interpretation and translation services
- Urgent message relay to family, friends or university associates
- Foreign exchange, ATM and weather information
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations
- Legal referrals/bail bond assistance

## PERSONAL SECURITY ASSISTANCE

You can feel safe and secure with Travel Guard's Personal Security Assistance at home or while traveling.

- Arrange emergency and security evacuations
- Assistance with deployment of consultants to extract clients to safety
- 24/7 access to security specialists who can provide safety and security information and advisories
- Immediate security intelligence of events occurring throughout the world

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### About AIG Travel and Travel Guard

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance solutions and assistance. Travel Guard is the marketing name for its portfolio of travel insurance solutions and travel-related services, including assistance and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at [www.aig.com/travel](http://www.aig.com/travel) and [www.travelguard.com](http://www.travelguard.com).