

Here is your UnitedHealthcare Global ID Card

WORLDWIDE 24-HOURS A DAY

When traveling, you can now feel confident that you are in safe hands if an emergency arises.

UnitedHealthcare Global provides medical, security and travel-related assistance services.

Always carry your Identification Card with you. Listed on the back of the card are the telephone numbers for the worldwide UnitedHealthcare Global network. When you call, be prepared to provide your ID number, organization's name, your name and a description of the situation.

MEDICAL ASSISTANCE SERVICES

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

TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents
Emergency Travel Arrangements
Transfer of Funds
Legal Referrals
Translation Services
Message Transmittals

WORLDWIDE DESTINATION INTELLIGENCE

Pre-Travel Information
Travel and Health Information
Security Intelligence

NATURAL DISASTER SERVICES

Natural Disaster Evacuation
Transportation to Departure Points
Transportation After Natural Disaster Evacuation

MEDICAL EVACUATION AND REPATRIATION SERVICES

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

PERSONAL SECURITY SERVICES

Political Evacuation Services
Security Evacuation Services
Transportation After Political or Security Evacuation

FREQUENTLY ASKED QUESTIONS:

WHO IS UNITEDHEALTHCARE GLOBAL? UnitedHealthcare Global assists travelers worldwide by utilizing highly trained, multilingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.

WHEN SHOULD I CONTACT UNITEDHEALTHCARE GLOBAL? 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 UnitedHealthcare Global is there to help you with any type of problem regardless of the severity.

WHAT IF LOCAL MEDICAL FACILITIES ARE INADEQUATE? If, through our medical management, it is determined that local medical providers are inappropriate for treatment, UnitedHealthcare Global 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 UnitedHealthcare Global as soon as possible so your treating physician can be contacted to assess your condition and treatment plans to ensure your safe recovery. UnitedHealthcare Global will then update your family, employer/organization and personal physician as appropriate and assist you until you have returned home or have received final treatment.

Detach and carry with you at all times.



GLOBAL
ASSISTANCE

UnitedHealthcare Global ID#: 32891

University of Virginia

Valid Dates: 02/01/2017 – 01/31/2018

Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: assistance@uhcglobal.com

UnitedHealthcare Global Emergency Response Center:
United States +1-410-453-6330 (Reverse Charges Accepted)
TOLL FREE ACCESS - The numbers below must be dialed from within the country
If your location is not listed or the call will not go through, call the 24-hour
Emergency Response Center collect (reverse charges accepted)

Australia	1 800 127 907	Japan	00531 11 4065
Brazil	0800 891 2734	Mexico	001 800 101 0061
China (northern)	108888*800 527 0218	Philippines	1 800 1 111 0503
China (southern)	10811*800 527 0218	Singapore	800 1100 452
Dominican Republic	1 888 567 0977	South Africa	0800 9 92379
France	0800 90 8505	Spain	900 98 4467
Germany	0800 1 811401	Switzerland	0800 55 6029
Hong Kong	800 96 4421	Thailand	001 800 11 471 0661
Israel	1 809 41 0172	U.K.	0800 252 074
Italy	800 877 204	U.S. & Canada	1 800 527 0218

* Dial the first portion of phone number, wait for tone, and then dial remaining numbers.
For a complete list, go to the Global Intelligence Center: <https://members.uhcglobal.com>