



# Travel Assistance Program

## 24/7 travel and medical assistance

With one simple phone call, you will be connected to multilingual assistance coordinators and medical professionals to assist you when away from home.

Whether it's needing a referral for a doctor or arranging a medical air evacuation, you have immediate access to a broad range of travel assistance services.

Anytime, anywhere.

### Contact us

24 hours, 7 days a week

If you have questions about the services or require assistance, contact us:

Within the U.S.

**1-855-327-1420** (toll-free)

From anywhere in the world

**+1-630-694-9804** (collect)

[medassist-usa@axa-assistance.us](mailto:medassist-usa@axa-assistance.us)



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### Call AXA Assistance if you require:

- Medical and dental referrals
- Medical evacuation or repatriation
- Hospital admission and critical care monitoring
- Coordination of hospital expenses and admission
- Remote crisis support
- Political and natural disaster assistance
- Lost document and luggage assistance
- Emergency cash and bail assistance
- General travel information

THIS IS NOT A MEDICAL INSURANCE CARD.  
ALL SERVICES MUST BE AUTHORIZED AND PROVIDED BY AXA ASSISTANCE USA, INC.



**Just a phone call away,**  
assistance services can be accessed worldwide  
24 hours a day, 7 days a week, 365 days a year

## Medical assistance

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- Medical and dental referrals
- Emergency medical evacuation
- Medical repatriation
- Visit of a family member or friend
- Return of traveling companion or dependent children
- Return of mortal remains
- Coordination of hospital expenses and admission
- Critical care monitoring
- Remote crisis support and behavioral health assistance
- Vaccination recommendations

## Travel assistance

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- Pre-trip and cultural information
- Lost document and luggage assistance
- Emergency cash/bail assistance
- Telephone interpretation
- Legal referrals
- Political and natural disaster assistance

## Your dedicated travel portal, Travel Eye

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Travel Eye offers useful intelligence designed to provide necessary knowledge throughout the life cycle of your trip. You have access to most accurate, real-time information on global events, security & medical risks per country, access to AXA's global medical network.



### **Register by visiting**

[https://accounts.travel-eye-axa.com/en/registration/chubb\\_key](https://accounts.travel-eye-axa.com/en/registration/chubb_key)

## 24/7 virtual medical care while abroad

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DOCTOR PLEASE! enables you to book a video appointment or request a phone call with a healthcare professional at any time of day or night for minor ailments and conditions, treatment options, assistance with prescription refills and provider referrals, when needed.



### **Contact AXA for more information**

+1-630-694-9804

AXA's assistance services are not insured benefits. AXA will attempt to coordinate with your health plan for eligibility on covered benefits under your policy. You may be required to pay for services not covered under your health plan. All third-party costs are the responsibility of the member.

Services will be provided as permitted under applicable law.