About Assist America
Assist America, formed in 1990, is the nation’s largest provider of emergency travel assistance services through employee benefit plans. Assist America responds when any eligible member becomes ill or injured while traveling just 100 miles or more away from home, domestically or abroad.

Using Assist America’s Services
Next time you or your family members are traveling and need emergency assistance, remember to use the phone number on the back of your Assist America ID card. Be sure to carry the card with you at all times. One simple phone call puts you in touch with Assist America’s highly-trained staff who will ensure your call is handled promptly, and will even coordinate with your medical benefit plan.

All services must be provided and arranged by Assist America. No claims for reimbursement will be accepted.
Emergency Travel Assistance

Sun Life Financial is pleased to offer you Emergency Travel Assistance services provided by Assist America. This unique emergency medical and personal assistance program protects you 24 hours a day, 365 days a year, whenever you travel more than 100 miles from home. This service is available to you as an active employee enrolled in Sun Life Financial’s Basic Group Life insurance.

Assist America connects you to Western-quality doctors, hospitals, pharmacies and other vital services if you are faced with a medical-related emergency while traveling anywhere in the world.

Assist America Advantages
You and your family (whether traveling together or separately) can activate Assist America’s emergency medical and personal travel assistance services with one simple phone call to the number on your Assist America ID card. You will immediately be connected to:

- Pre-qualified medical providers anywhere on the globe
- A state-of-the-art Operation Center with worldwide capabilities
- Air and ground ambulance providers

The Operation Center is staffed with medically trained, multilingual personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency.

Assist America pays for all of the assistance services it provides.

Key Benefits

Medical Consultation, Evaluation and Referral
Your calls to the Operation Center are evaluated by medical staff and referred to English-speaking doctors and/or hospitals.

Hospital Admission Guarantee
Assist America guarantees hospital admission outside the United States by validating your 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 you to the nearest facility capable of providing proper care.

Critical Care Monitoring
Assist America’s medical personnel maintain regular communication with your attending physician and/or hospital and relay information to your family.

Medical Repatriation
When you still require medical assistance upon being discharged from a hospital, Assist America repatriates you home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

Prescription Assistance
If you need a replacement prescription while traveling, Assist America helps with filling that prescription.

Emergency Message Transmission
Assist America receives and transmits emergency messages.

Emergency Trauma Counseling
Assist America provides initial, telephone-based counseling and referrals to qualified counselors as needed or requested.

Compassionate Visit
If a member is traveling alone and will be hospitalized for more than seven days, Assist America will provide economy round-trip common carrier transportation to the place of hospitalization for a designated family member or friend.

Care of Minor Children
Assist America arranges for the care of children left unattended as the result of a medical emergency and pays for the transportation costs involved in such arrangements.

Legal and Interpreter Referrals
Assist America refers members to interpreters and legal personnel, as necessary.

Return of Mortal Remains
Assist America renders every possible assistance in the event of a member’s death, including arranging and paying for the transportation of remains and procuring required documentation.

Call Assist America if you are 100 miles or more from home and:
• Require medical assistance, medical consultation, or medical evacuation
• Experience local language problems
• Require a hospital admission guarantee

When you call the Assist America Operations Center, please have the following information:
• Your name, telephone number and relationship to patient
• Patient’s name, age, gender, reference number and employer
• Description of the patient’s condition
• Name, location and telephone number of hospital, if applicable
• Name and telephone number of attending physician
• How to reach the treating doctor immediately

Be sure to fold this card and carry it in your wallet at all times.

Emergency Travel Assistance Services

#01-AA-SUL-100101

Reference Number

Employer Name

Policy Number

Employer Name

If you need assistance and are more than 100 miles from home, call or email:
800-872-1414  301-656-4152  mdservices@assistamerica.com
Within the U.S.  Outside the U.S.  Email

assist america

Sun Life Financial