



# Travel Assistance Services for University of California Travelers

Emergencies can escalate quickly when you are traveling away from home.

Travel Assistance Services for University of California travelers are only a phone call away. You may call anytime to get the assistance you need to help manage your travel risk. As an ACE client you will have 24/7 access to emergency assistance when you are traveling 100 or more miles away from home.

## EMERGENCY MEDICAL SERVICES



- Medical Monitoring
- Doctor, hospital, dentists and dental clinic referrals
- Replacement of eyeglasses or medication
- Emergency medical payments
- Emergency medical transportation, medical evacuation or repatriation
- Dispatch of doctor or specialist
- Traveling companion assistance
- Return of your dependent child
- Visit by a family member or friend
- Escort transportation
- Repatriation of remains

## EMERGENCY TRAVEL SERVICES



- Emergency message relay to relatives, friends and business associates
- Emergency cash
- Legal assistance / bail
- Emergency travel arrangements
- Location of lost luggage, documents and personal items
- Assistance with foreign language and interpretation problems

## INFORMATION SERVICES



- Online access to country specific health information including trip preparation
- Cultural information
- Visa, passport and inoculation requirements
- Temperature and weather conditions
- Embassy and consular referrals
- Foreign exchange rates
- Travel Advisories
- Drug Translation Tool

## SECURITY EVACUATION SERVICES



- On the ground security assistance in the event of a potentially life-threatening military or political event situation while traveling or studying abroad
- Crisis hotline and security assistance center to discuss any safety concerns about travel locations or to secure immediate assistance while traveling
- A secure, web-based system for tracking global threats and receiving location based intelligence

These travel assistance services are available to all individuals covered under ACE USA Accident & Health global travel programs designed especially for University of California travelers.

Please reference your policy number and UHCG ID number when making a call.

Faculty Business Travel Accident - ADD N04223810 - UHCG ID Number 363381  
Student Off-Campus Accident - ADD N04223822 - UHCG ID Number 363391  
Education Abroad Program (EAP) - ADD N04834823 - UHCG ID Number 362881

### IN AN EMERGENCY CALL

UHC Global Assistance  
1-410-453-6330 (From outside the U.S.)  
1-866-451-7606 (From U.S. and Canada)

Visit [www.uhcglobal.com](http://www.uhcglobal.com) for access to location based medical intelligence.