

# Peace of Mind When Traveling

## *Travel assistance*

Emergencies happen, but help is now only a phone call or email away. On Call International® offers a suite of services to help you in your time of need — from small inconveniences like losing your luggage to life-threatening situations — all delivered with a caring, human touch.

Find comfort in knowing you and your loved ones are protected by the Travel Assistance benefit when traveling more than 100 miles from home for business or leisure. The Travel Assistance benefit protects you when covered under a OneAmerica® company group life insurance policy. It also extends coverage to your spouse, domestic partner and children (under 21 or 25 and living at home as a full-time student) even when they are traveling without you. The Travel Assistance benefit requires no additional premium; however, exclusions do apply.

### **Medical assistance and transportation services**

**Pre-trip plan** to provide up-to-date information regarding required vaccinations, health risks, travel restrictions and weather conditions.

**Medical monitoring** and review of documentation utilizing professional case managers and medical professionals to ensure appropriate care is received.

**24-hour nurse help line** to provide clinical assessment, education and general health information.

**Replacement of prescriptions and eyeglasses** that have been lost or stolen by consulting with the prescribing provider to transfer prescription to or arranging an appointment with a local provider.

**Medical, behavioral or mental health, dental and pharmacy referrals** to assist in finding care providers and medical facilities.

**Coordination of benefits** by requesting health information from the participant and attempting to coordinate benefits during an active travel assistance case.

**Emergency medical evacuation** to arrange and coordinate air and/or ground transportation and medical care during transportation to the nearest hospital where appropriate care is available.

**Medical repatriation** to arrange the transport of the participant with a qualified medical attendant, if medically necessary, to their residence or home hospital.

**Return of remains** to arrange the transportation of a participant's remains to their home in the event of their death while traveling.



### **24-hour travel assistance**

Travel Assistance is made available through

**OneAmerica® by an agreement with On Call International®**

**1-866-816-2103** (US/Canada)

**1-603-328-1754** (call collect from other locations)

Email: [mail@oncallinternational.com](mailto:mail@oncallinternational.com)



**Travel assistance services**

- Pre-trip information
- 24/7 emergency travel arrangements
- Translator and interpreter referral
- Emergency travel funds assistance
- Legal consultation and referral
- Lost or stolen travel documents assistance
- Emergency messaging
- Lost luggage assistance

**Note:** Group life products are issued and underwritten by American United Life Insurance Company® (AUL), Indianapolis, IN., a OneAmerica company. Not available in all states or may vary by state. Travel assistance provided by On Call International®, On Call International is not an affiliate of AUL, and is not a OneAmerica company. On Call International provides noted services for covered individuals and approved dependents. Services may be unavailable in countries currently under U.S. economic or trade sanctions. Please refer to your policy for covered limits and eligibility details.

This is a brief summary of coverage for insured participants. This is not a contract of insurance. Coverage is governed by an insurance policy issued to OneAmerica®. The policy is underwritten by International Insurance Co. of Hannover Ltd. Complete information on the insurance is contained in the Certificate of Insurance on file with OneAmerica. If there is a difference between this program description and the certificate wording, the certificate controls.



**When contacting On Call International, be prepared to provide:**

- First and last name
- The name of your employer
- A phone number where you can be reached