

Assist America | Priority Medicare benefit brief

Short description Worldwide travel assistance program

Vendor Assist America®

Summary Assist America is the nation's largest provider of global emergency services. Coverage applies to members traveling 100 miles or more away from home and includes a global network of over 600,000 prequalified medical providers. Operating 24 hours a day, 365 days a year, services range from medical referrals and monitoring to emergency medical evacuation, repatriation, hospital admission guarantee and companion transport. In instances where appropriate medical care is not available locally, they will transport a patient by air ambulance, if necessary, to the nearest facility that meets its standards.

This benefit extends through 90 days of member travel, allowing our members to enjoy their time away from home with the peace of mind that, should a medical emergency occur, they have a dedicated team of professionals who can guide them through the process.

***Important exclusion:** If a member travels for the specific purpose of seeking medical care in another location, Assist America does not help should the member need assistance returning home or have any other related need. This is a foreseeable event that could be prevented; thus, the emergency coverage does not apply.

Where services may be performed Worldwide, provided a member is at least at least 100 miles from home and not more than 90 days into their travels.

Authorization required? No.

Accessing and using the benefit Members can contact Assist America within the U.S. by calling 800.872.1414, outside the U.S. using +1.609.986.1234 or by downloading the free Assist America Mobile App for Android and iPhone. The Assist America reference number for Priority Health Medicare members is 01-AA-PHP-12123M.

**Coverage
criteria**

All Priority Health MAPD members **except D-SNP**, have this benefit embedded in their plan. Note that this benefit is also available to Priority Health commercial member.