



How to use UnitedHealthcare Global services

24 hours a day, 7 days a week, 365 days a year

If you have a travel problem, simply call us for assistance. Our standard telephone numbers are printed on your ID card. You can call us at the number listed below or email us:

Toll Free: +1-800-527-0218 / **Call:** +1-410-453-6330

Email: Assistance@uhcglobal.com

An assistance coordinator will ask for your name, the UnitedHealthcare Global ID number shown on your card, and a description of your situation.

To initiate a claim for reimbursement, please contact:

UnitedHealthcare Global
Emergency Response Center

Toll Free: +1-800-527-0218 / **Call:** +1-410-453-6330

www.uhcs.com

Once a claim is submitted, adjudication and payment will be handled by:
Co-Ordinated Benefit Plans, LLC, P.O. Box 26222, Tampa, FL

Worldwide emergency assistance services

These non-insurance services are provided by UnitedHealthcare Global.

Travel assistance services

Replacement of Lost or Stolen Travel Documents: UnitedHealthcare Global will assist you in taking the necessary steps to replace passports, tickets, and other important travel documents.

Emergency Travel Arrangements: UnitedHealthcare Global will make new reservations for airlines, hotels, and other travel services for you in the event of an illness or injury.

Transfer of Funds: UnitedHealthcare Global will endeavor to provide you with an emergency cash advance subject to UnitedHealthcare Global first securing funds from you (via a credit card) or a person designated by you. Any bank or exchange fees will be incurred by you.

Legal Referrals: Should you require legal assistance, UnitedHealthcare Global will direct you to a duly licensed attorney in or around the area where you are located.

Language Services: UnitedHealthcare Global will provide immediate interpretation assistance to you in a variety of languages in an emergency situation. If a requested interpretation is not available or the requested assistance is related to a non-emergency situation, UnitedHealthcare Global will provide you with referrals to interpreter services. Written translations and other custom requests, including an on-site interpreter, will be subject to an additional fee.

