



Welcome

When traveling, the UnitedHealthcare Global Assistance Program provides assistance services worldwide, 24 hours a day. Be sure to print, or have a copy of your ID card available before you travel. Always carry your assistance ID card with you when traveling in a foreign country.

How to use medical and travel assistance services

- If you're experiencing a medical emergency, immediately call local emergency services, go to the nearest physician or hospital. then call the Emergency Response Center (ERC) at your earliest convenience.
- Contact the Emergency Response Center (ERC):
 - Call the phone number on the back of your ID card. Carrier charges may be incurred. The ERC can obtain a call-back number to minimize telecom charges to you.
 - Email the ERC at help@assistance.uhcglobal.com.
- When you call, be prepared with the following information: name, organization's name, ID number, a description of the situation, and phone number.
- The ERC will provide assistance and monitor your case until the situation is resolved.



Register for an Intelligence Center account at worldwatch.uhcglobal.com

Global Intelligence Center is the hub for online access to intelligence, incident alerts and travel information on worldwide security and healthcare concerns. Log on with your Global ID Number located on the ID card below.



Sign In to your Account

To Login or to Register a new account, please use the button below.

Login / Register



GLOBAL ASSISTANCE

Client Name: UHC Retiree Services Episcopal Church Medical Trust

Global ID#: 902801907

Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: help@ctsstttrnce.uhcjobctt.com



Assistance services

This is a list of services available. Please refer to your program description for the details, conditions and limitations of your program.

Medical Assistance Services	<ul style="list-style-type: none"> Worldwide medical and dental referrals Monitoring of treatment Facilitation of hospital payments Relay of insurance and medical information 	<ul style="list-style-type: none"> Medication and vaccine transfers Updates to family, employer and home physician Hotel arrangements
Travel Assistance Services	<ul style="list-style-type: none"> Multilingual support Emergency travel arrangements Emergency transfer of funds 	<ul style="list-style-type: none"> Assistance with lost or stolen travel documents Legal referrals
Global Intelligence	<ul style="list-style-type: none"> Travel and health information 	<ul style="list-style-type: none"> Security intelligence
Medical Evacuation and Repatriation Coordination	<ul style="list-style-type: none"> Emergency medical evacuation Return of minor children Transportation after stabilization 	<ul style="list-style-type: none"> Medical repatriation Transportation to join a hospitalized member Repatriation of mortal remains

Frequently asked questions

When should I contact UnitedHealthcare Global?

Available 24/7, contact us immediately for simple or complex situations as soon as you are aware you will need care. In case of an emergency, contact local emergency services right away.

What if I am unsure of local medical facilities?

Our medical management team can evaluate if local medical facilities are appropriate for treatment. If our team determines it medically necessary, we will arrange for transportation to an appropriate facility.

What happens if I am hospitalized?

It is important to notify us as soon as possible so your treating physician can be contacted. We will assess your condition and treatment plans to help ensure your safe recovery and assist you until you have returned home or received final treatment.

UnitedHealthcare Global Emergency Response Center
24 hours a day, 7 days a week, 365 days a year

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United States +1.410.453.6330
help@assistance.uhcglobal.com
1.800.527.0218 (toll free within U.S. & Canada)

If the condition is an emergency, you should immediately call local emergency services or go to the nearest physician or hospital without delay. Then contact the 24-hour Emergency Response Center. If you have a travel problem, simply call or email for assistance. Carrier charges may be incurred. The Emergency Response Center can obtain a call back number to minimize telecom charges to you.

A multilingual case manager will ask for your name, your organization's name, the UHC Global ID # shown on the front of your ID card, and a description of the situation. We will immediately begin assisting you.

