

# YOUR UNITEDHEALTHCARE GLOBAL ID CARD WORLDWIDE 24-HOURS A DAY

## FACULTY AND STAFF

In an ongoing commitment to your personal safety, The Curators of The University of Missouri has partnered with UnitedHealthcare Global, a leading provider of international travel assistance services. UnitedHealthcare Global provides 24-hour travel, medical and security-related assistance services to you while traveling more than 100 miles away from home or outside of your home country. Please note this IS NOT medical insurance.

 <p style="text-align: right;">GLOBAL ASSISTANCE</p> <p><b>Client Name:</b> The Curators of The University of Missouri</p> <p><b>United Healthcare Global ID #330331</b></p> <p><b>Validity Dates:</b> 8/1/2017 – 7/31/2018</p> <p><small>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: <a href="mailto:assistance@uhcglobal.com">assistance@uhcglobal.com</a></small></p>	<p><b>UnitedHealthcare Global Emergency Response Center</b> United States +1-410-453-6330 (Reverse Charges Accepted)</p> <p>TOLL FREE ACCESS - The numbers below must be dialed from within the country</p> <table border="0"> <tr> <td>1 800 127 907</td> <td>Australia</td> <td>00531 11 4065</td> <td>Japan</td> </tr> <tr> <td>0800 891 2734</td> <td>Brazil</td> <td>001 800 101 0061</td> <td>Mexico</td> </tr> <tr> <td>108888*800 527 0218</td> <td>China (northern)</td> <td>1 800 1 111 0503</td> <td>Philippines</td> </tr> <tr> <td>10811*800527 0218</td> <td>China (southern)</td> <td>800 1100 452</td> <td>Singapore</td> </tr> <tr> <td>1888 567 0977</td> <td>Dominican Republic</td> <td>0800 9 92379</td> <td>South Africa</td> </tr> <tr> <td>0800 90 8505</td> <td>France</td> <td>900 98 4467</td> <td>Spain</td> </tr> <tr> <td>0800 1 811401</td> <td>Germany</td> <td>0800 55 6029</td> <td>Switzerland</td> </tr> <tr> <td>800 96 4421</td> <td>Hong Kong</td> <td>001 800 11 471 0661</td> <td>Thailand</td> </tr> <tr> <td>1 809 41 0172</td> <td>Israel</td> <td>0800 252 074</td> <td>U.K.</td> </tr> <tr> <td>800 877 204</td> <td>Italy</td> <td>1 800 527 0218</td> <td>U.S. &amp; Canada</td> </tr> </table> <p><small>If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center collect (reverse charges accepted)</small></p> <p><small>* Dial the first portion of phone number, wait for tone, and then dial remaining numbers. For a complete list, go to the Intelligence Center: <a href="https://members.uhcglobal.com">https://members.uhcglobal.com</a></small></p>	1 800 127 907	Australia	00531 11 4065	Japan	0800 891 2734	Brazil	001 800 101 0061	Mexico	108888*800 527 0218	China (northern)	1 800 1 111 0503	Philippines	10811*800527 0218	China (southern)	800 1100 452	Singapore	1888 567 0977	Dominican Republic	0800 9 92379	South Africa	0800 90 8505	France	900 98 4467	Spain	0800 1 811401	Germany	0800 55 6029	Switzerland	800 96 4421	Hong Kong	001 800 11 471 0661	Thailand	1 809 41 0172	Israel	0800 252 074	U.K.	800 877 204	Italy	1 800 527 0218	U.S. & Canada
1 800 127 907	Australia	00531 11 4065	Japan																																						
0800 891 2734	Brazil	001 800 101 0061	Mexico																																						
108888*800 527 0218	China (northern)	1 800 1 111 0503	Philippines																																						
10811*800527 0218	China (southern)	800 1100 452	Singapore																																						
1888 567 0977	Dominican Republic	0800 9 92379	South Africa																																						
0800 90 8505	France	900 98 4467	Spain																																						
0800 1 811401	Germany	0800 55 6029	Switzerland																																						
800 96 4421	Hong Kong	001 800 11 471 0661	Thailand																																						
1 809 41 0172	Israel	0800 252 074	U.K.																																						
800 877 204	Italy	1 800 527 0218	U.S. & Canada																																						

### How to use these services

- Always carry your member ID card with you when traveling in a foreign country.
- If you have a medical, travel or security problem, call the Emergency Response Center (ERC). If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling the ERC.
- Printed on your member ID card are toll-free phone numbers for the ERC. Call the number for the country in which you are located. If your current location is not listed, call the ERC, reverse charges accepted at +1-410-453-6330.
- When you call, be prepared with as much of the following information as possible: Your name, your organization's name and ID number, a description of the situation, and a phone number to reach you.
- A multilingual Assistance Coordinator will render whatever assistance is necessary, and the Emergency Response Team will monitor your case until the situation is resolved.

## Register Online

To get the most out of your UnitedHealthcare Global benefit, you are encouraged to register online with the Member Center. While registration is not required to use the emergency assistance services, you will be able to take advantage of a wide array of additional traveler assistance services that UnitedHealthcare Global has to offer. Examples include obtaining pre-travel reports, safety and health information, and real-time medical and security intelligence.

1. Visit [www.UHCGlobal.com](http://www.UHCGlobal.com)
2. Select "Member Log-In"
3. Under "Global Intelligence Center Log-In" select "Create User."
4. Enter The Curators of The University of Missouri's UnitedHealthcare Global ID Number (330331).
5. Accept the User Agreement and click "Next"
6. Enter in your personal account information to designate yourself a unique username and password, and then click "Register Now"

The UnitedHealthcare Global Member Center allows you to have complete management of your UnitedHealthcare Global program, including printing UnitedHealthcare Global ID cards, opening a case online, and reading the details of your UnitedHealthcare Global program coverage. In addition to UnitedHealthcare Global program information, the Member Center gives you access to:

MEDEX 360<sup>o</sup>m Global Medical Monitor - complete international health information  
MEDEX 360<sup>o</sup>tr Travel Registry - travel and medical record storage  
World Watch<sup>®</sup> - detailed international security information

**Real Time Security Intelligence** – This state-of-the-art technological platform allows UnitedHealthcare Global to deliver real-time alerts for any incidents that require emergency action and those that may impact life or travel. Alerts are delivered through a variety of communication means including any text-enabled device.

**Security Evacuation Services** – In the event of an emergency security situation, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation. If evacuation becomes impractical due to hostile or dangerous conditions, UnitedHealthcare Global will maintain contact with you and provide advice until evacuation becomes viable or the emergency security situation has passed.

**Political Evacuation Services** – In the event the officials of your home country issue a written recommendation that you should leave your host country for non-medical reasons, or if you are expelled or declared "persona non grata" on the written authority of your host country, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation from an international airport or other safe departure point.

**Natural Disaster Services** - In the event of a natural Disaster, UnitedHealthcare Global will make all possible efforts to arrange for and will pay for your evacuation. If evacuation becomes impractical due to hostile or dangerous conditions, UnitedHealthcare Global will maintain contact with you and provide advice until evacuation becomes viable or the Natural Disaster has passed.

**Transportation After Security, Political or Natural Disaster Evacuation** – Following a security, political or Natural Disaster evacuation and when safety allows, UnitedHealthcare Global will coordinate and pay for one-way economy airfare to return you to either your home or host country.

**Emergency Medical Evacuation** – If you sustain an injury or suffer a sudden or unexpected illness and adequate medical treatment is not available in your current location, UnitedHealthcare Global will arrange and pay for a medically supervised evacuation to the nearest medical facility UnitedHealthcare Global feels is capable of providing appropriate medical treatment.

**Transportation to Join a Hospitalized Member** – If you are traveling alone and are or will be hospitalized for more than 3 days, UnitedHealthcare Global will coordinate and pay for economy round-trip airfare for a person of your choice to join you.

**Return of Dependant Children** – If your dependant child(ren) are age 18 or under are left unattended as a result of your injury or illness, UnitedHealthcare Global will coordinate and pay for one-way economy airfare to send them, and an escort back if necessary, back to your home country.

**Transportation after Stabilization** – Following emergency medical evacuation and stabilization, UnitedHealthcare Global will coordinate and pay for a one-way economy airfare to your point of origin or back to your home country.

**Repatriation of Mortal Remains** – If you sustain an injury or suffer an unexpected illness that results in your death, UnitedHealthcare Global will coordinate and pay for the expenses of the preparation and transportation of your mortal remains to your home country.

