

SHARP Health Plan

Global Travel Assistance Services



Your enrollment with Sharp Health Plan includes a unique global travel assistance program provided by Assist America®. This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or travel emergency while traveling more than 100 miles away from your permanent residence, or in another country for up to 90 days. The Assist America app or a phone call will connect you to a Assist America's 24/7 Operations Center that provides:

- ✓ Multilingual Operations Coordinators and Case Managers
- ✓ Worldwide travel assistance support

When speaking to an Assist America coordinator, you will be asked for the following information:

- Your name, date of birth, and home address. If you are calling on behalf of a plan member, please provide your name, phone number and relationship to the member.
- Description of the emergency and your current location.
- Name, location and phone number of the local hospital, if applicable.

Questions?

For more information and a complete list of conditions, please visit sharphealthplan.com/ets or call 1-800-359-2002. You can also call the Assist America hotline at 1-800-872-1414.

Key services

Medical emergency services

- Medical consultation, evaluation & referral
- Foreign hospital admission assistance
- Emergency medical evacuation
- Medical monitoring
- Medical repatriation
- Prescription assistance

Non-medical emergency services

- Care of minor children
- Compassionate visit
- Return of mortal remains
- Return of vehicle
- Lost luggage & document assistance
- Legal & interpreter referrals
- Emergency message transmission
- Emergency trauma counseling
- Pre-trip information