

# Business Travel Insurance Member ID cards

## Worldwide 24-Hours a Day

When traveling for business, you can now feel confident that you are in safe hands if an emergency or urgent need arises. The UnitedHealthcare Business Travel Insurance Program provides medical, security and travel-related assistance services.

### 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 UnitedHealthcare Global. If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling UnitedHealthcare Global.

Printed on your member ID card are Business Travel telephone numbers. **Call toll free +1-866-870-3475 or reverse charges calls are accepted at +1-763-274-7364.**



When you call, be prepared with as much of the following information as possible:

- your name
- your organization's name and ID number
- description of the situation
- phone number to reach you



A UnitedHealthcare Global, multilingual assistance coordinator will render whatever assistance is necessary, and will continue to monitor your case until the situation is resolved.

Please cut your ID card along the dotted line and fold in the center.



#### BUSINESS TRAVEL INSURANCE

**Client Name:** Bentley University

**Group ID #:** 909222

*(Provide this number when calling UHCG)*

**UHCG ID #:** 902206670

*(Use this number when creating your Intelligence Center account)*

UnitedHealthcare Business Travel Insurance  
Underwritten by UnitedHealthcare Insurance Company

This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the websites or call.

**Business Travel Toll Free:** +1 866-870-3475

**Business Travel Reverse Charges Accepted:** +1-763-274-7364

businesstravel@uhcglobal.com

<http://members.uhcglobal.com>

**Claim Submission:**

UnitedHealthcare Global

PO Box 740836

Atlanta, GA 30374-0836 USA

Fax: +1-248-524-5729

businesstravel@uhcglobal.com

**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 [businesstravel@uhcglobal.com](mailto:businesstravel@uhcglobal.com)

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## You Should Know...

### **The UnitedHealthcare Global Customer Care Center is available 24-hours a day, every day of the year.**

Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that our team is there to help you with any type of problem regardless of the severity.

**If you have questions about local medical facilities, call us.** We will help you locate appropriate care. If our clinical care team determines that local medical facilities are inappropriate for treatment, we will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

**If you are hospitalized, it is important to notify us as soon as possible.** Our clinical care team will contact your treating physician to assess your condition and treatment plans, which helps ensure your safe recovery. We will then update those persons you want us to, as appropriate, and assist you until you have returned home or have received final treatment.

## Portfolio of services

This is a list of services available from UnitedHealthcare Global. Please refer to the program description details regarding the benefits, paid services, conditions and limitation of your program.

### Medical Evacuation and Repatriation Services

- Emergency Medical Evacuation
- Dispatch of Doctors/Specialists
- Medical Repatriation
- Transportation after Stabilization
- Transportation to Join a Hospitalized Participant
- Return of Minor Children
- Repatriation of Mortal Remains

### Medical Assistance Services

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payment
- Relay of Insurance and Medical Information
- Medication and Vaccine Transfers
- Updates to Family, Employer and Home Physician
- Hotel Arrangements
- Replacement of Corrective Lenses and Medical Devices

### Security and Political Evacuation Services

- Transportation to Departure Point
- Security Evacuation
- Political Evacuation
- Transportation after Security or Political Evacuation
- Natural Disaster

### Worldwide Destination Intelligence

- Intelligence Center
- Medical Intelligence Reports
- World Watch® Global Security Intelligence

### Travel Assistance Services

- Replacement of Lost or Stolen Travel Documents
- Emergency Travel Arrangements
- Transfer of Funds
- Legal Referrals
- Language Services
- Message Transmittals