Travel Assistance helps you cope with emergencies when you travel more than 100 miles from home or internationally for trips of up to 180 days. You can also get help with non-emergencies, such as planning your trip. Travel Assistance is available around the clock and around the world.

You and your family members are automatically enrolled when you become insured through your employer’s group insurance from Standard Insurance Company (The Standard). Travel Assistance is provided by Generali Global Assistance, also known as GGA. For examples of how Travel Assistance has helped others, check out the stories below.

Transporting A Blood Disorder Patient in Afghanistan
GGA received a call requesting assistance for a customer hospitalized in Afghanistan who was experiencing excruciating pain and difficulty walking. GGA’s medical team immediately contacted the treating facility. It became clear that the customer suffered from a blood disorder that could not be addressed at that hospital. GGA’s team consequently determined that transport to a hospital in Dubai in the United Arab Emirates, an often-used destination for transports for GGA, was ideal. Medical facilities in Dubai offered more adequate care to address the customer’s medical issues.

GGA then utilized their proprietary Air Ambulance Resource Tool to find the right air ambulance provider and to make arrangements to fly the customer to Dubai. The high level of care provided at the hospital in Dubai enabled the customer to travel home on his own accord once he was released.*

Assisting A Customer With Post-Surgery Accommodations in Portugal
A customer contacted GGA to advise that he was scheduled for an emergency appendectomy while traveling and was concerned that it would impact his travel plans back home. Speaking with the customer’s attending physician, GGA’s medical team determined that post-surgery travel was ill-advised for up to seven days. GGA arranged and paid for an extended hotel stay to accommodate the customer’s local recovery needs. They also scheduled and covered the cost of a nurse who provided medical monitoring and outpatient wound dressing. Finally, GGA rebooked the customer on a commercial flight, arranged and paid for ground transportation, and followed up until he was safely back home.*

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Helping A Customer With Transportation After Suffering Multiple Injuries

GGA received a call about a hospitalized customer who had suffered multiple injuries during travel in Canada. GGA determined that the customer needed to be transported back to a hospital in the U.S. for long-term rehabilitation. GGA placed a medical expense guarantee with the Toronto hospital to secure the initial medical care and simultaneously coordinated with the customer’s insurance company in the U.S. and the treating doctor to arrange an air ambulance transfer back to a U.S. hospital in the customer’s health network for later that same day.

Upon speaking with the customer, GGA was advised that transport arrangements had already been made with an unrelated air ambulance company. Familiar with air ambulance companies who try to insert themselves and solicit patient transports from medical facilities, GGA called the company and quickly discovered it was trying to “win” the business. In those situations, air ambulance companies typically charge a much higher fee than market rate, without the patient knowing the difference.

GGA requested that the company stand down, but they initially refused. GGA’s medical and support teams then discussed the situation with the hospital director, who is usually the ultimate authority to approve or deny a medical transport. The director understood the issue and canceled the air ambulance arrangements. Once the matter was cleared up, GGA utilized their own resources to safely transport the customer back to his home in Kentucky.*