

Travel Assistance Personal Stories

Help Before, During And After Travel



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 through your employer's group insurance from The Standard.† For examples of how Travel Assistance has come through for our covered members, take a look at the actual stories below.

Filling An Urgent Prescription In Istanbul

A man who traveled to Turkey forgot to pack his essential prescription medication. He promptly called UnitedHealthcare Global for assistance and received a referral to a local pharmacy that could replace his medicine. He received a temporary supply and was able to enjoy the rest of his trip.

Assisting An Accident Survivor In Switzerland

During a paragliding adventure in Switzerland, a man had an accident which resulted in a broken leg and back injury. UnitedHealthcare Global was called on to assist the man with his travel home. Because of his injuries, he was unable to sit up for periods of time longer than 15-30 minutes, so he needed to be transported via stretcher on a commercial flight.

Services UnitedHealthcare Global provided included coordinating and paying for his return flight, as well as the ground ambulance to the airport in Switzerland and a ground ambulance from the airport in his home city to a rehabilitation center. Thanks to UnitedHealthcare Global, even the cost of his traveling companion's flight was covered so he could assist the patient during his safe return home.*

Flying A Stroke Victim Safely Home

An elderly man who traveled from the Northeast to visit his son in Florida suffered a stroke during his visit. He received care at a hospital and then at a rehabilitation facility in Florida. When he was ready to return home to continue his recovery, the UnitedHealthcare Global medical director spoke with the treating doctor to determine the travel needs. UnitedHealthcare Global coordinated and paid for the man to be transported by air ambulance back to his hometown, where he was admitted into another rehab facility.*

†The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Ore. in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of White Plains, N.Y. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary. Each company is solely responsible for its own financial condition. Standard Insurance Company is licensed to solicit insurance business in all states except New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.

Travel Assistance is provided through an arrangement with UnitedHealthcare Global, which is not affiliated with The Standard. Travel Assistance is not an insurance product, except in Oregon. UnitedHealthcare Global is the marketing name for FrontierMEDEX, Inc.

* Emergency Transportation Services must be arranged by UnitedHealthcare Global. Related medical services, medical supplies and a medical escort are covered where applicable and necessary.



In the U.S., Canada, Puerto Rico, U.S. Virgin Islands and Bermuda, call 800.527.0218.

In other locations worldwide, call +1.410.453.6330 collect. You can also email assistance@uhcglobal.com

Standard Insurance Company

The Standard Life Insurance Company of New York

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