Travel Assistance
A Worldwide Assistance Service

Standard Insurance Company (The Standard) includes Travel Assistance with our group insurance policies through an arrangement with UnitedHealthcare Global. This provides an additional sense of security for your insured employees and their eligible family members any time they travel more than 100 miles from home or internationally for trips of up to 180 days. There’s no enrollment process – insured employees are automatically covered.

A single phone call helps employees and their families with emergencies that may arise while traveling, including a wide range of medical, legal and travel-related issues. Travel Assistance can also help them with non-emergencies, such as trip planning.

Key Services of Travel Assistance

- **Pre-trip Assistance** including passport, visa, weather and currency exchange information, health hazards advice and inoculation requirements
- **Trip Assistance** including help with transferring funds, replacing credit cards and passports, emergency ticketing, and locating missing baggage
- **Medical Assistance** including locating medical care providers and interpreter services
- **Legal Assistance** including locating a local attorney, consular officer or bail bond services
- **24-Hour Health Information** including 24/7/365 access to registered nurses who can provide health and medication information, symptom decision support, and help understanding treatment options
- **Emergency Transportation Services** including arranging and paying for emergency evacuation to the nearest adequate medical facility and medically necessary repatriation to the employee’s home, including repatriation of remains
- **Companion Transportation Services** including returning travel companion if return travel is disrupted due to emergency transportation services or returning dependent children if left unattended due to prolonged hospitalization
- **Personal Security Services** including logistical arrangements for ground transportation, housing and/or evacuation in the event of political unrest and social instability

How to Contact

Travel Assistance is accessible 24 hours a day, every day. For more information, contact your insurance advisor or call the Employee Benefits Sales and Service Office for your area today at 800.633.8575.

Travel Assistance is provided through an arrangement with UnitedHealthcare Global, which is not affiliated with The Standard, and is subject to the terms and conditions, including exclusions and limitations, of the Emergency Travel Assistance Program Employee Description. Travel Assistance is not an insurance product, except in Oregon. UnitedHealthcare Global is the marketing name for FrontierMEDEX, Inc.