



HAP and Assist America[®] take the *worry out of your* *travel plans*

Travel emergencies can happen anyplace, anytime. When they do, HAP and Assist America are there to help.

When traveling 100 miles or more away from home or in another country (for no more than 90 days in a row), Assist America will arrange and pay for all services it provides.

Rest assured, global emergency travel services are easy to access during your vacations and business travel – anywhere in the world.

Medical help

Assist America is staffed 24/7 by employees who speak multiple languages and are trained to handle medical issues. They can make quick recommendations for any crisis.

Hospital admission support

Get help with hospital admissions and coordinating care in other countries.

Emergency medical evacuation

If you become ill or hurt in a place where proper care isn't easy to get, Assist America will arrange to get you to the nearest quality hospital or care center.

Prescription help

When a prescription is lost or left behind, Assist America will work with your doctor and local pharmacy. If you need a new prescription, they'll arrange for you to see a local doctor if it's medically necessary.

Critical care monitoring

Assist America's team of doctors, nurses and other medically trained staff will stay in touch with the doctor treating you. They also track your care and pass on details to your family (if allowed by law).

Care of children

If you become ill or hurt, Assist America can arrange for the care of your children. They can also pay for transit costs. This could involve solutions such as getting the children to a family member or bringing someone to them. Every situation is handled on a case-by-case basis.

Health Alliance Plan (HAP) has HMO, HMO C-SNP, HMO-POS, PPO plans with Medicare contracts. HAP Medicare Complete Duals (HMO D-SNP) and HAP Medicare Complete Assist (PPO D-SNP) are Medicare health plans with a Medicare contract and a contract with the Michigan Medicaid Program. Enrollment depends on contract renewals.

HAP and its subsidiaries do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.

Identity theft protection

Whether you're at home or traveling the world, Assist America gives you identity theft protection. At no cost to you, this service offers tools to protect your name and credit history. These include:

- Credit and debit card internet surveillance when you register your cards on Assist America's secure site.
- Credit card and document registration with lost and stolen recovery assistance by phone.
- 24/7 identity fraud support services to help with restoring your personal information.

Even if you don't register your cards and documents, you have 24/7 fraud support if you think you're a victim of identity theft. One call – day or night – will put the professional fraud support team into action on your behalf.

Translator and legal help

Assist America can suggest legal counsel or a translator in any country. Help with bail bonds is also available where legal.

Return of remains

In the unfortunate event a member passes away while traveling, Assist America will arrange transport and pay the costs to bring their remains home.

Lost luggage or document help

Assist America works with airlines to find and return lost bags. They can also help with lost passports and other records.

Pretrip information

When you're planning your trip, check out the Assist America website to review country profiles, visa and immunization rules and safety alerts.

Help at your fingertips

Assist America's mobile app offers smartphone users a one-touch link to the operations center. Members can place a call by tapping a button on their mobile phone. To download the mobile app, visit the app store on your smartphone and search for Assist America.

The services described are neither offered nor guaranteed under HAP's contracts with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these services may be subject to the HAP grievance process. Assist America doesn't replace your HAP coverage. You're covered for urgent and emergency care based on your HAP member contract.



For more information about Assist America, please visit **assistamerica.com/hap**.