

EMERGENCY ASSISTANCE MEMBER ID CARD

WORLDWIDE 24-HOURS A DAY

When traveling, you can now feel confident that you are in safe hands if an emergency arises. United Healthcare Global Assistance provides medical and travel-related assistance services.

Always carry your member ID card with you in case the need for emergency assistance arises. Listed below are the telephone numbers to access the worldwide UnitedHealthcare Global Emergency Response Center network. When you call, be prepared to provide your ID number, university's name, your name and a description of the situation.



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 emergency, call the Emergency Response Center (ERC). If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling the ERC.
- Printed on your member ID card are toll-free phone numbers for the ERC. Call the number for the country in which you are located. If your current location is not listed, call the ERC, reverse charges accepted at +1-410-453-6330.
- When you call, be prepared with as much of the following information as possible: Your name, your organization's name and ID number, a description of the situation, and a phone number to reach you.
- A multilingual Assistance Coordinator will render whatever assistance is necessary, and the Emergency Response Team will monitor your case until your Situation is resolved.

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UnitedHealthcare Global Emergency Response Center
Baltimore, Maryland, USA

United States, Canada, Puerto Rico, US Virgin Islands, Bermuda: 1-800-527-0218

Call Collect: 1-410-453-6330

If your international location is not listed or the call will not go through, call the 24-hour UnitedHealthcare Global Emergency Response Center COLLECT 1-410-453-6330.

If you are having difficulties calling the UnitedHealthcare Global Emergency Response Center, you can [open a case with us](#) here.

| Country/Region | Phone Number(s) |
|---|-----------------------|
| Australia and Tasmania | 1-800-127-907 |
| Brazil | 0800-891-2734 |
| China(northern regions) | 108888 * 800-527-0218 |
| China(southern regions) | 10811 * 800-527-0218 |
| Dominican Republic | 1-888-567-0977 |
| France and Monaco | 0800-90-8505 |
| Germany | 0800-1-811401 |
| Hong Kong | 800-96-4421 |
| India | 000-800-100-1603 |
| Israel | 1-809-41-0172 |
| Italy, Vatican City and San Marino | 800-877-204 |
| Japan | 00531-11-4065 |
| Mexico | 001-800-101-0061 |
| Philippines | 1-800-1-111-0503 |
| Republic of South Africa | 0800-9-92379 |
| Singapore | 800-1100-452 |
| Spain and Majorca | 900-98-4467 |
| Switzerland and Liechtenstein | 0800-55-6029 |
| Thailand | 001-800-11-471-0661 |
| U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man | 0800-252-074 |