

Global emergency travel assistance



You can call Assist America® for travel assistance services whenever you're 100 miles away from home or in another country for personal, vacation or business travel.*

Medical consultation, evaluation and referral

Assist America's Operations Center is available 24/7 and staffed with experienced, multi-lingual personnel who can make referrals to qualified medical providers near your location.

Foreign hospital admission assistance

Assist America fosters prompt hospital admission by validating your health plan or advancing funds as needed to the hospital.**

Emergency medical evacuation

If you or a covered dependent become ill or injured in an area of the globe where appropriate care is not available, Assist America will use whatever transportation, equipment and personnel are necessary to evacuate you safely to the nearest facility that meets their rigorous standards.

Medically supervised repatriation

Assist America, when deemed medically necessary, will provide transportation home or to a specified rehabilitation health facility with a medical or non-medical escort as required.

Two ways to access services using the contract information and Priority Health reference number on your member ID card:



Download the free Assist America mobile app available for iPhone and Android



Call Assist America's 24-hour Operations Center at 800.872.1414, TTY users call 711, (inside the US) or 609.986.1234, TTY users call 711, (outside the US)

Priority Health reference number:

Medicare plan members:
01-AA-PHP-12123M

Group and individual plan members (non-Medicare):
01-AA-PHP-12123

*Not available to PriorityMedicare D-SNP, most PriorityMedicare Employer Group, Medicaid or MICHild members.

**Funds must be reimbursed within 45 days of the date advanced.

Prescription assistance

When a prescription is lost or left behind, Assist America works with your prescribing physician and a pharmacy in the area of travel to replace your medicine. If necessary, Assist America will arrange for you to see a local doctor for a new prescription.

Care of minor children

If children are left unattended due to an injury or illness of an accompanying parent, Assist America will arrange and pay for them to return home to a family member, or they will arrange for local childcare. They will also arrange care for children who are left unattended at home due to the parent's unexpected absence. This could include transporting children to another family member or bringing a family member to the children, etc.

Compassionate visit

Assist America realizes that having a family member or friend present during a health crisis makes everyone feel more at ease and hastens the recuperation process. That's why they will arrange and pay the transportation costs for a loved one to join you if you are traveling alone and you're expected to be hospitalized for more than seven days.

Return of mortal remains

In the unfortunate event that you pass away while traveling, Assist America will arrange and pay for the necessary paperwork, body preparations and transport to bring your mortal remains home.

Lost luggage or document assistance

Assist America works with airlines to recover and deliver lost bags, works with transportation companies to replace lost travel tickets and contacts necessary agencies to solve issues of lost passports and other documents.

Interpreter and legal referral

Assist America can make recommendations for trustworthy legal counsel and interpreter services in any country. Bail bonds can be coordinated in jurisdictions where they are legal.

Critical care monitoring

Assist America maintains regular communication with patients and attending medical staff, closely monitoring the quality and course of treatment, and Assist America stays in close touch with the patient's family.

Pre-trip information

To help you be the most informed and prepared traveler possible, Assist America offers comprehensive pre-trip insights online at assistamerica.com. You can review country profiles, visa requirements, immunization regulations and security advisories.