

Support is always here when you leave home

Travel Assistance Program powered by AXA

Highmark has you covered on your next big adventure. Whether you're studying abroad or just traveling far from home, we'll be here if the unexpected happens. Our multilingual assistance coordinators and medical pros are just a phone call away. Here's how we can help when you travel.



Travel

Lost belongings

We can help replace lost or stolen documents — including passports, licenses, and credit cards — and track down lost luggage.

Emergency cash & bail

Get cash or bail money when you're in a pinch.

Legal referrals

Easily connect with interpreters or legal professionals if you need them.

Urgent messages

We'll send emergency messages for you.

General travel info

Get pre-trip info on visas, passports, immunizations, customs, weather, currency, and holidays.



Medical

Medical & dental referrals

Get referred to doctors, dentists, and hospitals worldwide.

Hospital admissions

We'll help with preauthorization and make sure you're admitted, even if the hospital doesn't recognize your insurance.

Critical care monitoring

Have peace of mind knowing we'll monitor your care during a hospital stay.

Emergency medical evacuation

If you can't get the care you need at a local hospital, we'll arrange transport to a different facility.

Medical repatriation

If you need medical assistance to get back home, we'll arrange your travel.

Transport of loved ones

If you need a family member to join you in the hospital for a long stay (seven days or more), we'll arrange their travel. And if you're evacuated or repatriated, we'll bring them home.

Return of dependent children

We'll help get unattended children home safely.

Return of mortal remains

We'll arrange transport and help with legal matters for returning remains.

Lost prescriptions

Get quick replacements for lost medications, eyeglasses, and medical devices.

Call AXA Assistance 24/7

Within the U.S.

1-888-647-5637 (toll-free)

From anywhere in the world

+1-630-766-7799 (collect)



Because Life.™

Travel Assistance Program is offered by your health plan and powered by AXA Assistance USA, Inc., an independent company that provides travel assistance services. AXA Assistance USA, Inc. does not provide Blue Cross and/or Blue Shield products or services. Travel Assistance Program services are available when you are traveling outside of your home country or more than 100 miles from home.

Emergency medical evacuation, medical repatriation, return of mortal remains, visit of a family member or friend, return of travel companion, and return of dependent children services include the arrangement and payment for any reasonable and customary charges determined by AXA Assistance USA, Inc. All additional costs would be the responsibility of the member. Services will be provided as permitted under applicable law. Services must be authorized and arranged by AXA Assistance USA, Inc. designated personnel to be eligible for this program. No reimbursements for out-of-pocket expenses will be accepted. The maximum benefit is \$500,000 per member per trip.

Assistance services are not available for any sickness, loss, or injury that is caused by, or results from:

- Normal childbirth, normal pregnancy (except complications of pregnancy), or voluntary induced abortion
- Mental or nervous conditions, unless hospitalized
- Traveling against the advice of a medical professional
- Traveling for medical treatment



Because Life.™

Benefits and/or benefit administration may be provided by or through the following entities, which are independent licensees of the Blue Cross Blue Shield Association:

Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, or First Priority Life. **Your plan may not cover all your health care expenses. Read your plan materials carefully to determine which health care services are covered. For more information, call the number on the back of your member ID card or, if not a member, call 866-459-4418.**

Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield.

West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield. **Visit <https://www.highmarkbcbswv.com/networkaccessplan> to view the Access Plan required by the Health Benefit Plan Network Access and Adequacy Act. You may also request a copy by contacting us at the number on the back of your ID card.**

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。