

Travel Assistance

# Helps *prepare* for emergency situations

**When travelling across Canada or to another country, you can do so with confidence, knowing Emergency Travel Assistance coverage is included in your group benefits plan.**

Global E cel Management Man life's Emergenc Travel Assistance provider can assist o and o r famil in emergenc medical sit ations hile travelling o tside o r pro ince.

## Find a need before

Pre-trip info for our travel destination: For self travel tips, questions related to our travel benefits, and what to expect if you need to open a claim, visit [www.globalexcel.com/manulife\\_group\\_benefits](http://www.globalexcel.com/manulife_group_benefits) and click on “FAQ” or call Global Excel Management at 1-800-265-9977

For information on travel advisories, health risks, passport, visa, vaccination and inoculation requirements, visit [travel.gc.ca](http://travel.gc.ca)

**Pack your Manulife Group Benefits and provincial**

## **International Emergency Assistance Call Center**

When you call, you'll be in touch with an Emergency Assistance Specialist who will guide you to the most optimal healthcare solution based on your condition and location and help manage your claim and cover eligible medical expenses when possible.

**Call toll-free from around the world\* – landlines  
are preferred**

**Canada and the U.S.:** 1-800-265-9977

**International:** Country code + 800-9221-9221

If you can't get through using the international toll-free number, call the Canada/U.S. number or call 519-741-8450 collect.

\* Toll-free for calls from local land lines and local SIM mobile phones.  
Other use connection charges may apply.



## What's Covered

Medical expenses incurred following the **stabilization** of the condition which caused the medical emergency.

Emergency medical expenses related to a pre-existing, **unstable** medical condition such as a chronic condition or a condition/symptom being actively treated or investigated, even if a diagnosis has not yet been made.

Internet charges, including communications with Global E-Cell Management.

Telephone charges, except for calls made directly to Global E-Cell Management if you experience difficulties using the toll free and collect phone numbers from your location.

## Travel

Global E-Cell Management will do their best to make payment arrangements directly with the service providers. It helps if you contact them before paying health providers. However, you should always be prepared to pay for medical expenses upfront and obtain original itemized receipts to submit with the Global E-Cell Management claim form when you return home. Note that out-of-country claims take longer to process than Health and Dental claims.

For more on our travel insurance options, visit [manulife.ca/for-you/insurance/explore/travel.html](http://manulife.ca/for-you/insurance/explore/travel.html)

## Use the eClaims Portal manulife.ca

Global E-Cell Management provides an online claims portal to help you manage your claims. Here you can upload documents, submit claim forms, check the status

## Remember to check coverage

Speak to your plan administrator or contact Manulife's Customer Service Centre to confirm your travel coverage before you leave home. Please refer to your benefits booklet for complete coverage details - including age restrictions, travel date maximums and dollar limits.

## Have a safe trip!

Hopefully, you won't need any of it, but you can travel with the added confidence of knowing that you're covered for while you're away.

In case of a medical emergency call toll free\*, from:

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**International:** Country code + 800-9221-9221

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