# **Manulife**

**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 Tra Assistance pro der can assist o and o r famil in emergenc medical sit ations hile tra alling o tside o r pro dec.

E, <b>d</b> , (		a	 ,	eed 、	,	,
ber. √e	٠,	,				

Pre-trip info for or tra destination: For sef I tra detips, q estions related to or tra debene fits, and hat to e pect if o need to open a claim, det www.globalexcel.com/manulife\_group\_benefits and click on "FAQ" or call Global E cel Management at 1-800-265-9977

For information on tra what isonies, health risks, passport, isa, secination and inoc lation req irements, isit travel.gc.ca

Pack your Manulife Group Benefits and provincial

#### l, ca,e,ra edica e ev∕e,c ca Giba <u>E ce Ma,</u>a e e, a,,,,a,,,ca.

When o call, o'll be in to che ith an Emergenc Assistance Specialist ho ill g ide o to the most optimal healthcare sol tion based on o r condition and location and help manage o r claim and correligible medical e penses hen possible.

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

Canada and the U.S.: 1-800-265-9977 International: Co ntr code + 800-9221-9221

If o can't get thro gh sing the international toll-free n mber, call the Canada/U.S. n mber or call 519-741-8450 collect.

<sup>\*</sup> Toll-free for calls from local land lines and local SIM mobile phones. Other ise connection charges ma appl .

#### Ge, e-∠, a, \_, a, ce\_, a, e e-⁄e, c ca G, ba E ce Ma, a e e,

## Out-of-pocket costs

Help manage o r claim and ha religible medical e penses corred hen possible

## Stay connected

Connect o r famil doctor and attending doctor to help ens re o 're getting the right care hile keeping o r famil at home informed

#### Transportation

Pro ide medical transportation, facilitate ret rn home, or ha ha famil member in tiet if eligible

#### Missing something?

Ha Host or stolen doc ments replaced ith the help of local a thorities

### Legal advice

Get in contact ith legal representati estra elling o tside of Canada if o need it

#### Virtual Care Support

Tra Adid pro Ades access to a Ariet of healthcare ser Ades an time, an here. Yo can choose to access the care o need thro gh:

Telemedicine and tele-cons Itations

Visiting ph sicians

A net ork of q alit medical clinics In-net ork hospitals and emergenc centers

# Wa (c. eved e. . va e

Immediate medical treatment of a s dden, ne pected inj r or ne medical condition.

Immediate medical treatment of a specific medical problem or chronic condition that's been diagnosed b t is **medically stable**<sup>1</sup> before depart re.

Medical emergencies related to pregnanc if tra whis completed 4 eeks before the d e date and there's no e whence the pregnanc is high-risk.

<sup>&</sup>lt;sup>1</sup> A medical problem or chronic condition is considered **medically stable** if in the past 90 da s:

Yo ha not been treated or tested for ne conditions or s mptoms

Yo re isting s mptoms ha m't increased or orsened

Yo ha m't changed treatments or medications

Yo ha en't been hospitali ed for treatment of an e isting condition

Yo do not ha appointments or tests planned arter or ret rn home.

# W a ', . . c. e√ed

Medical e penses inc rred follo ing the **stabilization** of the condition hich ca sed the medical emergenc .

Emergenc medical e penses related to a pre-e isting, unstable medical condition s ch as a chronic condition or a condition/s mptom being actival—treated or in astigated, e an if a diagnosis has not et been made.

Internet charges, incl ding comm nications ith Global E cel Management.

Telephone charges, e cept for calls made directle to Global E cel Management if one perience directles sing the toll free and collect phone nembers from one relocation.

### Traeca.

Global E cel Management ill do their best to make pa ment arrangements directl ith the ser ise pro iders it helps if o contact them before pa ing health pro iders. Ho e er, o sho ld al a s be prepared to pa for medical e penses p front and obtain original itemi ed receipts to s bmit ith the Global E cel Management claim form hen o ret rn home. Note that o t of co ntr 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

## U,e eCa , P,√(a ,. aae , √ca

Global E cel Management pro ides an online claims portal to help o manage o r claims. Here o can pload doc ments, s bmit claim forms, check the stat s

## Re\_e , √c, e⁄a e

Speak to o r plan administrator or contact Man life's C stomer Ser ice Centre to perif o r trapleo perage before o lea phome. Please refer to o r benefits booklet for complete co perage details - incl ding age restrictions, trapled a maim ms and dollar limits.

# Ha e a , are ∠\_ !

Hopef II, o on't need an of it, b t o can track—ith the added confidence of kno ing hat o're co ared for hile o're a a.

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

Canada and the U.S.: 1-800-265-9977 International: Co ntr code + 800-9221-9221

If o can't get thro gh sing the international toll-free n mber, call the Canada/U.S. n mber or call 519-741-8450 collect.

\* Toll-free for calls from local land lines and local SIM mobile phones. Other ise connection charges ma appl .

