



# Travel Assistance Program

SUPPORT BEFORE,  
DURING AND AFTER TRAVEL

**Congratulations!** You and your dependents now have access to the Travel Assistance Program provided by AXA as part of your Life Insurance Plan with Blue Shield of California. This program offers you a broad range of worldwide travel and medical assistance services 24 hours a day, 365 days a year. With one simple phone call to our response center, you will be connected to a global network of providers to assist you when away from home.

## Travel Assistance Services

### TRAVEL ASSISTANCE SERVICES

- Lost Document and Luggage Assistance
- Emergency Cash/Bail Assistance
- Emergency Message Transmission
- Telephone Interpretation
- Legal Referrals
- Pre-Trip and Cultural Information
- Vaccination Recommendations
- General Travel Information
- Vehicle Return<sup>1</sup>

## Medical Assistance Services

### MEDICAL EMERGENCY TRANSPORTATION<sup>1</sup>

- Emergency Medical Evacuation
- Medical Repatriation
- Return of Mortal Remains
- Return of Traveling Companion
- Visit of a Family Member or Friend
- Return of Minor Children
- Dispatch of Physician

### MEDICAL ASSISTANCE

- Medical and Dental Referrals
- Coordination of Hospital Admission
- Critical Care Monitoring
- Dispatch of Prescription Medication

If you have any questions about the services  
or require assistance, please contact us at:

**1 (866) 730-5073**

**+1 (630) 616-4526** (collect)

[medassist-usa@axa-assistance.us](mailto:medassist-usa@axa-assistance.us)





**Just a phone call away,**  
travel and medical assistance services can be  
accessed worldwide 24 hours a day,  
7 days a week, 365 days a year.

## Travel Web Portal

### TRAVEL WEB PORTAL

Our web portal, AXA Travel EYE, offers travel information at your fingertips. Information available includes practical travel information, medical and security alerts, and our global medical provider search tool to help you before, during and after your trip.

Please register today for an account.

Visit:

[https://accounts.travel-eye-axa.com/en/registration/blsh\\_ca](https://accounts.travel-eye-axa.com/en/registration/blsh_ca)



**Travel  
Assistance  
Program**



Within the United States  
**1 (866) 730-5073**  
Outside the United States  
**+1 (630) 616-4526**

**CALL AXA IF YOU REQUIRE:**

- Medical and Dental Referrals
- Medical Evacuation or Repatriation
- Hospital Admission and Critical Care Monitoring
- Return of Mortal Remains
- Dispatch of Prescription Medication
- Lost Document and Luggage Assistance
- Emergency Cash and Bail Assistance
- General Travel Information

THIS IS NOT A MEDICAL INSURANCE CARD.  
ALL SERVICES MUST BE AUTHORIZED AND  
PROVIDED BY AXA ASSISTANCE USA, INC. NO  
REIMBURSEMENTS WILL BE ACCEPTED

### <sup>1</sup>PROGRAM TERMS

When traveling 100 miles or more away from home for up to 120 days, medical emergency transportation services include the arrangement and payment for any reasonable and customary charges determined by AXA Assistance USA, Inc. Vehicle return service is applicable upon activation of medical emergency transportation.

**No reimbursements for out-of-pocket expenses will be accepted.**

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. AXA is not responsible and shall not be liable for any wrongful act or omission of any Provider.

### PROGRAM GUIDELINES

Services will not be provided or available for any loss or injury that is caused by, or a result of:

- Mental nervous condition or diagnosis.
- Traveling against the advice of a physician.
- Traveling for medical treatment.
- Pregnancy and childbirth (exception: complications of pregnancy) or voluntary induced abortion.



The Travel Assistance Program is administered by AXA Assistance USA, Inc. Blue Shield of California Life & Health Insurance Company ("BSL") does not warrant or guarantee the services provided by AXA, or by any providers to whom a referral is made by AXA. BSL is not responsible for any loss, injury, claim, liability, or damages related to the use of the Travel Assistance Program. The services and benefits are separate and apart from any insurance provided by BSL, and may be changed or discontinued at any time. Services are subject to the program's specific terms, conditions, and limitations.