

 Redbridge
Assist

 TRAVEL ASSISTANCE
PROGRAM





BENEFIT SUMMARY

Redbridge Assist is committed in providing the best personal service and support to its international clients, by covering their needs and assisting them in light of emergency situation.

This brochure offers a brief description of REDBRIDGE's worldwide coverage offered in its Travel Assistance Program.

BENEFITS	COVERAGE
<p align="center">EMERGENCY MEDICAL SERVICES</p> <p>Medical services for the stabilization and treatment of a medical emergency due to illness or accident, including but not limited to:</p> <ul style="list-style-type: none"> • Telemedicine • House Call • Emergency services for inpatient and ambulatory patients. • Anesthesia, blood transfusions, oxygen. • Hospital supplies such as casts, dressings, slings, etc. 	<p align="center">LIMITS ARE EXPRESSED IN U.S. DOLLARS</p> <p>Maximum limit per person, per effective period, as indicated below: Available limits: US \$10,000 to US \$1,000,000</p> <p>Services will be provided until the emergency ceases or the maximum limit has been reached.</p>
<p>Pre-existing Medical Conditions, limited</p>	<p>Up to US \$500 – for plans with a maximum limit of US \$10,000 Up to US \$600 – for plans with a maximum limit of US \$25,000 Up to US \$1,000 – for plans with a maximum limit of US \$50,000 Up to US \$1,500 – for plans with a maximum limit of US \$100,000 Up to US \$2,500 – for plans with a maximum limit of US \$150,000 or US \$200,000 Up to US \$4,500 – for plans with a maximum limit of US \$250,000 or US \$500,000 Up to US \$5,000 – for plans with a maximum limit of US \$1,000,000</p>
<p>Covid-19- Coronavirus</p> <ul style="list-style-type: none"> • Medically necessary screening test, maximum 2 tests. Excludes the first screening test performed upon arrival in the country of destination 	<p>100%</p>
<p>Medical Assistance for Recreational Sports</p>	<p>100%</p>
<p>Physician and specialist services for the care, treatment or surgery required due to an emergency</p>	<p>100%</p>
<p>Prescription drugs required due to an emergency</p>	<p>Up to US \$750</p>
<p>Diagnostic tests and procedures required due to an emergency</p>	<p>100%</p>
<p>Dental Emergency</p>	<p>Up to \$250 – for plans with a maximum limit of \$10,000 Up to \$500 – for plans with a maximum limit of \$25,000 Up to \$750 – for plans with a maximum limit of \$50,000 up to \$250,000 Up to \$1,000 – for plans with a maximum limit of \$500,000 or \$1,000,000</p>
<p align="center">EMERGENCY MEDICAL SERVICES</p>	<p align="center">LIMITS ARE EXPRESSED IN U.S. DOLLARS</p>
<p>Transportation by ground or air for medical emergency</p>	<p>Up to US \$7,500 for plans with maximum limit of US \$10,000 Up to US \$15,000 for plans with maximum limit of US \$25,000 Up to US \$50,000 for plans with maximum limit of US \$50,000 or more</p>
<p>Repatriation due to a medical emergency</p>	<p>Up to US \$7,500 for plans with maximum limit of US \$10,000 Up to US \$15,000 for plans with maximum limit of US \$25,000 Up to US \$50,000 for plans with maximum limit of US \$50,000 or more</p>
<p>Hotel stay for a prescribed convalescence resulting from an emergency</p>	<p>\$100 per day, maximum 10 days – for plans with a maximum limit of \$10,000 up to \$250,000 \$300 per day, maximum 10 days – for plans with a maximum limit of \$500,000 up to \$1,000,000</p>
<p>Stay at the hotel due to a positive result of the Covid-19 test abroad, limited to:</p>	<p>Up to US \$100 daily, maximum 14 days</p>
<p>Transportation for one companion due to a hospitalization superior to 5 days resulting from an emergency</p>	<p>Up to US \$1,000</p>
<p>Hotel accommodation for companion</p>	<p>Up to US \$100 daily, maximum 10 days</p>
<p>Return guarantee (On a different date than scheduled)</p>	<p>Up to US \$500 - difference in ticket cost or penalty imposed</p>
<p>Return delayed by Covid-19</p>	<p>Up to US \$300 – difference in ticket cost or penalty imposed</p>
<p>Return of children under 15 years of age or adults over 75 years of age.</p>	<p>Up to US \$5,000</p>

BENEFIT SUMMARY

BENEFITS		COVERAGE	
EMERGENCY MEDICAL SERVICES		LIMITS ARE EXPRESSED IN U.S. DOLLARS	
Funeral Repatriation		Up to US \$10,000- for plans with a maximum limit of US \$10,000 or US \$25,000 Up to US \$35,000- for plans with a maximum limit of US \$50,000 or more	
Accidental death and dismemberment		Up to US \$10,000	
Legal assistance		Up to US \$1,500	
Bail bond		Up to US \$1,500	
Towing services for rental car		Up to US \$100	
Flight delayed or canceled for more than six (6) consecutive hours		Up to US \$300	
Localization of baggage		Assistance call	
Baggage delay for more than 24 hours		Up to US \$200 – for plans with a maximum limit of US \$10,000 up to US \$200,000 Up to US \$500 – for plans with a maximum limit of US \$250,000 or more	
Definitive loss of luggage after 10 days		US \$20 per kilogram of luggage weight, up to US \$1,000 – for plans with a maximum limit of US \$10,000 up to US \$200,000 US \$40 per kilogram of luggage weight, up to US \$2,000 for plans with a maximum limit of US \$250,000 or more	
Loss of air connection		Up to US \$150	
Loss of passport		Up to US \$500- consular proceedings	
Return due to death of immediate family member		Up to US \$500- difference in ticket cost or penalty assessed	
Return for catastrophic loss at home		Up to US \$500- difference in ticket cost or penalty assessed	
Crisis Assistance Plus Coverage		Crisis Assistance Services during a Period of Travel	
OPTIONAL BENEFITS		COVERAGE	
EMERGENCY MEDICAL SERVICES		LIMITS ARE EXPRESSED IN U.S. DOLLARS	
Preexisting Medical Conditions		Maximum Limit: 30% of the maximum coverage selected under the plan, not to exceed \$30,000	
Dangerous, Professional or Amateur Sports		Medical assistance services for the stabilization and treatment of a Medical Emergency resulting from your participation in Dangerous, Professional or Amateur Sports.	
Accidental Death and Dismemberment		Indemnity for Accidental Death and Dismemberment while traveling abroad. Available limits: US \$15,000 up to US \$100,000.	
Trip Cancellation and interruption		Compensation for the loss of prepaid, non-refundable expenses in connection with an unavoidable cancellation or interruption of travel for a covered cause. Maximum Limit: US \$2,500 / US \$5,000 / US \$8,000 / US \$10,000	
Mom To be		Medical assistance services for the stabilization of a medical emergency due to illness or accident resulting from your pregnancy. Maximum Limit: US \$10,000	
Pet Assistance		Medical assistance services for the stabilization of a medical emergency due to a non-pre-existing illness or accident of the pet due to a non-pre-existing condition or accident of the pet. Maximum Limit: US \$1,000	
VIP Legal Assistance		Legal assistance during your trip with local support	



TRAVEL ASSISTANCE

Global Protection at your Reach



With the Redbridge Travel Assistance Program you will never travel alone!

The Traveler's Assistance Program is not a health plan and is intended only to provide the necessary assistance services for the stabilization of a medical emergency and other assistance services due to unforeseen circumstances.

All services offered under the **Travel Assistance Program** are managed and coordinated by **REDBRIDGE's** team of professionals, experienced in providing assistance and with extensive knowledge of the international market in general.

BENEFITS OF THE TRAVEL ASSISTANCE PROGRAM

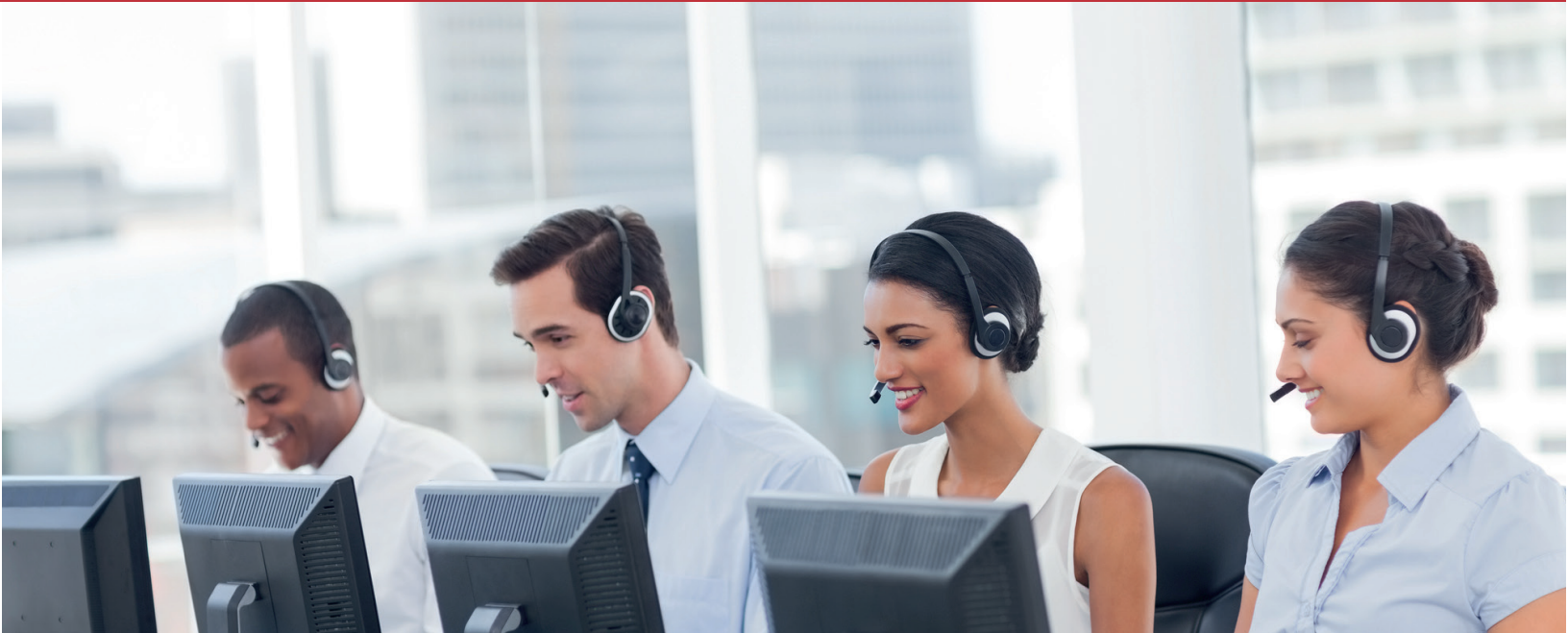
- Affordable cost
- No deductible and copayments in the services
- Eligible for people traveling from 6 months to 99 years of age
- Use in leisure trips, vacations, business trips
- Unlimited Travel Plan, up to 60 days, or Single Travel Plan, up to 180 days long
- Corporate plans tailored to the client
- Global coverage for COVID-19 and pre-existing medical conditions
- Immediate support and coordination of assistance
- Access to internationally recognized doctors and hospitals
- Medical assistance in the comfort of the hotel or place of accommodation
- Easy online access: www.redbridgeassist.com

All the services offered by the Travel Assistance Program are managed and coordinated 24/7 by REDBRIDGE's experienced team of multilingual professionals.



TRAVEL ASSISTANCE PROGRAM

24/7 ASSISTANCE



When you travel with Redbridge, YOU ASSURE YOUR PEACE OF MIND

In case of an unforeseen event, a medical emergency or any question, incident or claim, contact us immediately by calling the numbers on your ID card to offer you the best service available in the area of your location. You can also write to us at: service@redbridgeassist.com

In the event of a life-threatening medical emergency, go to the nearest Emergency Center for the necessary medical assistance and contact REDBRIDGE within the next 72 hours to avoid incurring excessive costs.

When traveling, don't forget to bring the Plan ID Card with you

Redbridge

MEMBER NAME NOMBRE DEL MIEMBRO

AETNA MEMBER ID MIEMBRO ID

CERTIFICATE ID CERTIFICADO ID

EFFECTIVE DATE FECHA EFECTIVIDAD

aetna™

Open Choice PPO/NAP
Aetna Group #: 863943-011-00100

Rx USA-Pharmacy Access:
GLOBAL REACH HEALTH
Member ID: 550004 ReBIN: 016912
PCN #: 9743 RxGroup: 555555
Pharmacist Help Line: 1.888.723.6004

Refer to your certificate for complete benefit details.
Consulte su certificado para obtener información detallada sobre sus beneficios.

MEMBER / PROVIDER SERVICES SERVICIOS PARA MIEMBROS / PROVEEDORES

Notify, verify benefits or obtain Pre-certification at: service@redbridgeassist.com or contact us.
Para notificar, verificar beneficios u obtener Pre-certificación, escriba a: service@redbridgeassist.com o contactarnos.



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NOTIFICATION & PRE-CERTIFICATION REQUIREMENT REQUERIMIENTO DE NOTIFICACIÓN Y PRE-CERTIFICACIÓN

Travel Assistance Asistencia al Viajero 72 hrs **Medical Emergency** Emergencia Médica 72 hrs

INTERNATIONAL CLAIMS RECLAMACIONES INTERNACIONALES
Send documents to: Enviar documentos a
Redbridge, PO Box 144490,
Coral Gables, FL, 33134, EE.UU.

USA CLAIMS (AETNA Providers Only)
Payor ID #: 60054 | 1.800.414.0596
P.O. Box 981543, EL Paso,
TX 79998-1543

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<http://redbridgeassist.com>

