



Emergency Assistance Offered by CISI's 24/7 Assistance Team

In cases of serious illness or injury requiring inpatient treatment a case should be opened with CISI's Emergency Assistance Team, Assist America.

Assist America's Services

- ▶ **Medical Monitoring:** Assist America has medical staff that will reach out to the treating facility to obtain comprehensive medical updates in order to ensure that the participant is receiving appropriate care.
- ▶ **Medical Evacuation:** If it is determined that a participant has been hospitalized at a facility that is not fully equipped to treat their condition Assist America will coordinate a medical evacuation to the nearest medical facility with the resources to provide appropriate care. If it is determined that a participant's medical condition will prevent them from completing their program Assist America will make arrangements for the participant to return home. They will make travel arrangements suited to the participant's medical condition, including but not limited to medical escorts, non-medical escorts, upgraded seating, and air ambulance.
- ▶ **Security Evacuation:** Should a participant need to be evacuated due to civil or political unrest, natural disaster, or personal threat Assist America will work with our security partners, iJet, to arrange for transportation to the nearest safe location, and then to another program location or home if the situation does not improve enough to allow for a safe return.

In addition to the above services Assist America also provides the following services to our participants traveling abroad:

- ▶ **Medical Referrals:** Assist America can provide referrals to local medical providers. They will work to refer English-speaking providers when requested. They will also use a participant's address abroad as a starting point to provide referrals that are nearest to where a participant is residing.
- ▶ **Medical Coverage:** Assist America will reach out to local providers to determine if they will accept a Guarantee of Payment for services. They will work with CISI to get a Guarantee in place so the participant does not have to pay up front for treatment.

How to Open a Case with Assist America

Assist America is open 24 hours a day, 7 days a week. Contact information is as follows:

- ▶ Inside the US: 1 (800) 872-1414 (Toll Free)
- ▶ Outside the US: 1 (609) 986-1234 (Collect Calls Accepted)
- ▶ Email: medservices@assistamerica.com

Questions Assist America will ask when opening a case:

1. Caller's/Participant's First and last Name
2. Contact Details
3. Type of Service Requested
4. Brief Summary of Request/Incident
5. Location where Assistance is Requested.