



# Travel Assist

Out-of-province and out-of-country  
emergency medical assistance



Your Group Benefits plan provides coverage for emergency medical assistance while travelling outside your province\* up to the maximum number of days stated in your Group Benefits Plan Booklet.

## Trident Global Assistance administers Equitable's Travel Assist benefits.

Trident has an international network of medical facilities, physicians, transportation providers, medical correspondents and multilingual administrative agents who provide assistance for medical emergencies while you are travelling outside your province of residence, 24-hours a day, seven days a week.

### In an out-of-province or out-of-country medical emergency, Trident Global Assistance will assist with:

**Medical assistance** – After triaging your unique medical situation, Trident will direct you to the most appropriate treatment facility. This could be a video or chat consultation with a physician, or a referral to a nearby medical facility. They will monitor your medical care and ensure you receive proper emergency medical treatment. They will also maintain contact with you, your treating physician, and your family where required.

**Medical transportation** – If medically necessary, make arrangements to take you to the nearest appropriate medical facility and/or make arrangements for your return to your province of residence.

**Payment arrangements** – If you call before incurring an emergency medical expense, every effort will be made for treatment without the need for a cash payment or deposit. Trident Global Assistance will coordinate payment so you can avoid paying foreign hospitals – in cash – prior to leaving.

### How to use Travel Assist



Call before you fly for pre-trip assistance and benefit information.



Pack your Equitable benefits card or download it at [www.EquitableHealth.ca](http://www.EquitableHealth.ca).



Bring your provincial health card.



In a medical emergency, call the Travel Assist 24-Hour Hotline.



## Travel Assist 24-Hour Emergency Hotline

Toll-free Canada / USA: 1.800.321.9998

Global call collect: 519.742.3287



### Additional services

- Direct you to a local pharmacy if you need to replace lost medication
- Assist with lost documents
- Refer you to a legal advisor in a foreign country\*
- Provide emergency interpretation
- Relay urgent messages for family, friends, or business associates
- Provide vehicle return in the event of a medical emergency

In some situations, you may be eligible for additional Travel Assist services to help you and your eligible dependents through a travel emergency. This includes the return of dependent children or transportation of an immediate family member to your bedside if you are hospitalized more than seven days. In the event of death, authorization and arrangements will be made to transport your body to your province of residence.

See your Group Benefits Booklet for provisions and limitations of Travel Assist as well as additional benefits not mentioned above.

### What Travel Assist does NOT cover

- Medical expenses not related to an emergency medical situation are NOT covered. “Emergency” means a sudden, unexpected, acute illness or accidental injury that requires immediate, medically necessary treatment, prescribed by a doctor. An illness would not be considered as “sudden” or “unexpected” if it is related to a chronic condition and:
  - Your treatment or medication for that condition recently changed;
  - You experienced new, more frequent or more severe symptoms prior to traveling; or
  - You are awaiting test results for your condition, or you recently received test results showing a worsening in your condition.
- Expenses related to trip cancellation, trip interruption and loss of luggage are NOT covered.



To make a claim or ask any questions regarding your Travel Assist benefits, please call Trident Global Assistance at 1.800.321.9998

\* Services may be limited or suspended in some countries because of political conditions, war, unrest or other situations that interfere with normal conduct of our business. If you are unsure about current conditions in the country you will be visiting, or want information about current travel advisories, please contact Trident Global Assistance or visit the Government of Canada's Consular Affairs web site at [www.voyage.gc.ca](http://www.voyage.gc.ca).

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