



# Your benefits: International travel.

## OTHER TRAVEL TIPS.

- Always carry your current UnitedHealthcare health plan ID card with you.
- In an emergency, go directly to the nearest hospital.
- If you have questions about your benefits or need help finding a provider when you're traveling internationally, call **1-866-802-8572**. Health Advocates are available Monday through Friday from 8 a.m. to 8 p.m.
- Submit your claim and any associated documentation as soon as you can so you can be reimbursed promptly. International claims typically take more time to process than a U.S. claim due to language and currency conversion and/or the receipt of any additional information required to process the claim.
- Remember to include any original documents along with your claim — including an itemized bill — as these documents can help expedite the processing of your claim. Be sure to keep a copy of all documentation for your records.

## Get the care you need wherever your travels take you.

Health issues can arise at any time. Whether you're traveling internationally, for pleasure or have a covered dependent who is studying abroad, your ADI medical plan provides coverage for medical care outside the U.S. Your coverage varies based on your ADI medical plan:

- **If you are enrolled in the ADI Network Only plan:** you and your enrolled dependents are covered for emergency services only.
- **If you are enrolled in the ADI Saver plan with HSA:** you and your enrolled dependents are covered at the in-network benefit level for emergency services and at the out-of-network benefit level for non-emergency services.

**Note:** ADI employees traveling outside the U.S. for business are covered under International SOS and Cigna Medical Benefits Abroad.

## Submitting a claim for services provided outside the U.S.

Because there are no UnitedHealthcare provider networks outside the U.S., you will have to pay for the services up front and submit a claim for reimbursement. Whenever possible, use a credit card to pay for services, because most credit card companies will automatically calculate the rate of exchange into U.S. dollars.\*

To access a claim form:

- 1 Visit **myuhc.com®** (you do not need to log in).
- 2 Select **Find a Form** from the **Links and Tools** section of the right-hand navigation bar.
- 3 Choose the **International Claim Form**.

\* If you do not use a credit card to pay for services, you are responsible for calculating the exchange rate on your date of service and documenting charges in U.S. dollars.



## QUESTIONS?

For more information about coverage for medical services when traveling internationally, call UnitedHealthcare at **1-844-298-0228**.