With one simple phone call, you will be connected to multilingual assistance coordinators and medical professionals to assist you when away from home.

Whether it’s needing a referral for a doctor or arranging a medical air evacuation, you have immediate access to a broad range of travel assistance services.

Anytime, anywhere.

24/7 travel and medical assistance

Contact us
24 hours, 7 days a week

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

Within the U.S.
1-855-327-1419 (toll-free)

From anywhere in the world
+1-630-694-9794 (collect)

Call AXA Assistance if you require:
- Medical and dental referrals
- Medical evacuation or repatriation
- Hospital admission and critical care monitoring
- Dispatch of prescription medication
- Lost document and luggage assistance
- Emergency cash and bail assistance
- General travel information

THIS IS NOT A MEDICAL INSURANCE CARD.
Medical assistance

**Medical and Dental Referrals**
With a worldwide network of providers at our fingertips, this service is able to offer you referrals to primary care physicians, dentists, clinics and hospitals.

**Coordinate Hospital Admission**
This service will assist with pre-certification for admission and elective outpatient surgical intervention. In the event that a hospital does not recognize your medical insurance, we will assist in guaranteeing hospital admission for you or your dependents by validating your health coverage and/or assisting with arrangements to advance funds.

**Critical Care Monitoring**
During your hospitalization, our medical professionals will remain in regular communication with the treating facility to monitor your care.

**Emergency Medical Evacuation**
Whenever adequate medical facilities are not available locally, our medical professionals will recommend and arrange the appropriate method of transportation, equipment and personnel to evacuate you to the nearest facility capable of providing proper care.

**Medical Repatriation**
If you need medical assistance to return home, our medical professionals will determine the appropriate transportation method and assist with all necessary travel arrangements based upon your medical condition.

**Transportation to Accompany Patient**
If you are traveling alone and expected to be hospitalized, this service will provide round-trip common carrier transportation to the place of hospitalization for a designated family member or companion.

**Return of Travel Companion**
In the event that you need to be medically evacuated or repatriated, this service will arrange for a family member or companion who is traveling with you, to escort you to your destination.

**Return of Dependent Children**
If a minor child is left unattended as a result of an accident or illness, this service will provide assistance with arranging transportation, with attendants if required, to return home.

**Return of Mortal Remains**
This service will arrange the transportation and offer reasonable assistance in legal formalities, for the return of mortal remains.

**Vehicle Return Services**
In the event that you need to be medically repatriated or evacuated to your home, this service will coordinate and manage all arrangements needed for the return of your unattended vehicle.

**Dispatch of Prescription Medication**
If you forget or lose a prescribed medication, this service will assist with replacement medication. This service is also available for medical devices and eye glasses.

Travel assistance

**Lost Document and Article Assistance**
This service will assist with arrangements to replace or forward copies of lost or stolen documents, including passports, driver’s licenses and credit cards, as well as assist with procedures to file loss reports and to recover lost or stolen articles such as luggage.

**Emergency Cash and Bail Assistance**
If your wallet is stolen, this service can help arrange an emergency cash advance. This program can also provide assistance in obtaining bail bonds, where available.

**Legal Referrals**
This service will provide referrals to an interpreter or legal personnel to you as necessary.

**Urgent Message Relay**
This service will relay emergency messages on your behalf.

**General Travel Information**
Before you travel, this service will provide information about visa, passport, immunization requirements and local customs. You can also obtain 24-hour pre-departure information on weather, currency or holidays over the phone.

Security assistance

**Political Evacuation**
In the event of a threatening security or political emergency situation, our security professionals will arrange for your evacuation to the nearest safe location and then return home if needed.

**Natural Disaster Evacuation**
In the event of a natural disaster, this service will provide evacuation from a safe departure point to a safe haven.

Reach AXA anytime.

Within the U.S.
1-855-327-1419 (toll-free)

From anywhere in the world
+1-630-694-9794 (collect)

AXA’s assistance services are not insured benefits. AXA will attempt to coordinate with the University of Washington’s health plan for eligibility on covered benefits under your policy. You may be required to pay for services not covered under your health plan. All third party costs are the responsibility of the member. Services will be provided as permitted under applicable law.