Manulife

Travel Assistance

Helps *prepare* for emergency situations

When travelling across Canada or to another country, you can do so with confidence, knowing Emergency Travel Assistance coverage is included in your group benefits plan.

Global E cel Management Man life's Emergenc Tra Assistance pro der can assist o and o r famil in emergenc medical sit ations hile tra alling o tside o r pro dec.

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Pre-trip info for or tra destination: For sef I tra detips, q estions related to or tra debene fits, and hat to e pect if o need to open a claim, det www.globalexcel.com/manulife_group_benefits and click on "FAQ" or call Global E cel Management at 1-800-265-9977

For information on tra what isonies, health risks, passport, isa, secination and inoc lation req irements, isit travel.gc.ca

Pack your Manulife Group Benefits and provincial

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When o call, o'll be in to che ith an Emergenc Assistance Specialist ho ill g ide o to the most optimal healthcare sol tion based on o r condition and location and help manage o r claim and correligible medical e penses hen possible.

Call toll-free from around the world* – landlines are preferred

Canada and the U.S.: 1-800-265-9977 International: Co ntr code + 800-9221-9221

If o can't get thro gh sing the international toll-free n mber, call the Canada/U.S. n mber or call 519-741-8450 collect.

^{*} Toll-free for calls from local land lines and local SIM mobile phones. Other ise connection charges ma appl .

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Out-of-pocket costs

Help manage o r claim and ha religible medical e penses corred hen possible

Stay connected

Connect o r famil doctor and attending doctor to help ens re o 're getting the right care hile keeping o r famil at home informed

Transportation

Pro ide medical transportation, facilitate ret rn home, or ha ha famil member in the ligible

Missing something?

Ha Host or stolen doc ments replaced ith the help of local a thorities

Legal advice

Get in contact ith legal representati estra elling o tside of Canada if o need it

Virtual Care Support

Tra Adid pro Ades access to a Ariet of healthcare ser Ades an time, an here. Yo can choose to access the care o need thro gh:

Telemedicine and tele-cons Itations

Visiting ph sicians

A net ork of q alit medical clinics In-net ork hospitals and emergenc centers

Immediate medical treatment of a s dden, ne pected inj r or ne medical condition.

Immediate medical treatment of a specific medical problem or chronic condition that's been diagnosed b t is **medically stable**¹ before depart re.

Medical emergencies related to pregnanc if tra whis completed 4 eeks before the d e date and there's no e whence the pregnanc is high-risk.

¹ A medical problem or chronic condition is considered **medically stable** if in the past 90 da s:

Yo ha not been treated or tested for ne conditions or s mptoms

Yo re isting s mptoms ha m't increased or orsened

Yo ha m't changed treatments or medications

Yo ha en't been hospitali ed for treatment of an e isting condition

Yo do not ha appointments or tests planned arter or ret rn home.

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Medical e penses inc rred follo ing the **stabilization** of the condition hich ca sed the medical emergenc .

Emergenc medical e penses related to a pre-e isting, unstable medical condition s ch as a chronic condition or a condition/s mptom being actival—treated or in astigated, e an if a diagnosis has not et been made.

Internet charges, incl ding comm nications ith Global E cel Management.

Telephone charges, e cept for calls made directle to Global E cel Management if one perience directles sing the toll free and collect phone nembers from one relocation.

Traeca.

Global E cel Management ill do their best to make pa ment arrangements directl ith the ser ise pro iders it helps if o contact them before pa ing health pro iders. Ho e er, o sho ld al a s be prepared to pa for medical e penses p front and obtain original itemi ed receipts to s bmit ith the Global E cel Management claim form hen o ret rn home. Note that o t of co ntr claims take longer to process than Health and Dental claims.

For more on our travel insurance options, visit manulife.ca/for-you/insurance/explore/travel.html

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Global E cel Management pro ides an online claims portal to help o manage o r claims. Here o can pload doc ments, s bmit claim forms, check the stat s

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Speak to o r plan administrator or contact Man life's C stomer Ser ice Centre to perif o r trapleo perage before o lea phome. Please refer to o r benefits booklet for complete co perage details - incl ding age restrictions, trapled a maim ms and dollar limits.

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Hopef II, o on't need an of it, b t o can track—ith the added confidence of kno ing hat o're co ared for hile o're a a.

In case of a medical emergenc call toll free*, from:

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