



## Travel and employee assistance services

### Two ways to feel more secure in the event of an accident

#### Travel assistance

A welcome resource when you face a medical emergency while traveling 100 or more miles from home.

#### Employee assistance

Services to help make recovering from an accident or illness less stressful and worrisome.

*Cut out the card below and keep it with you at all times. It's your connection to help and assistance in a medical emergency.*

## A helping hand when you need it most.

Dealing with an accident or medical emergency can be overwhelming on so many levels. You want prompt, reliable medical care and the resources you need for a smooth recovery — all while meeting the ongoing demands of everyday life.

Fortunately, if you are enrolled in accident insurance, you and your loved ones have access to travel and employee assistance, offering a wide array of services to help you through a trying time.

### Your travel assistance benefits

*TravelConnect*<sup>SM</sup> services can be an invaluable resource to you and your loved ones in the event of a medical emergency. These services are available 24 hours a day, 7 days a week:

**Arranging and paying for transportation** to the nearest medical facility. We'll also arrange and pay for the patient's trip home.

**Coordinating travel and airfare** for your dependent children under 18. This includes the services, transportation expenses, and accommodations of a nonmedical escort.

**Monitoring medical care and recovery.** Services include:

- Medical record requests
- Intermediary services
- Communication with your family, employer, and physician back home
- Recovering lost or stolen documents
- Medical and dental referrals
- Language translation
- Corrective lenses and medical device replacement
- Medication and vaccine delivery
- Arrangements for a deceased traveler
- And more!

**For a complete list of *TravelConnect*<sup>SM</sup> benefits, visit [Lincoln4Benefits.com](http://Lincoln4Benefits.com).**

*See the other side for important employee assistance services.*



GLOBAL ASSISTANCE

**TravelConnect**<sup>SM</sup>

Life/AD&D

UHC Global ID #: 322541



Insurance products issued by:  
 The Lincoln National Life Insurance Company  
 Lincoln Life & Annuity Company of New York  
 ACC-EATC-FLI001\_Z02



## Your employee assistance benefits

Recovering from an accident or medical emergency can take its toll, both physically and emotionally. It's great to know you can count on these services in a time of need:

### Unlimited 24/7 assistance

You can access the following services anytime, online or with a toll-free call:

- Information and referrals on family matters, such as child and elder care, kennels and pet care, vacation planning, relocation, car buying and college planning
- Legal information and referrals for situations requiring expertise in family law, estate planning, landlord/tenant relations, consumer and civil law, and more
- Guidance with financial matters, including household budgeting, and short- and long-term planning

### In-person guidance

Some matters are best resolved by meeting with a professional in person. With *EmployeeConnect*, you get:

- In-person help for short-term issues (up to four\* sessions with a counselor per person, per issue, per year)
- In-person consultations with network lawyers, including one free 30-minute in-person consultation per legal issue, and subsequent meetings at a reduced fee

### Online resources

*EmployeeConnect* offers a wide range of information and resources that you can research and access on your own just by visiting [GuidanceResources.com](http://GuidanceResources.com). You'll find:

- Articles and tutorials
- Streaming videos
- Interactive tools — including financial calculators, budgeting spreadsheets, and a language translator

**Employee assistance services are available 24 hours a day, 7 days a week.**

**Call toll-free 800-327-2950. Or visit [www.GuidanceResources.com](http://www.GuidanceResources.com).** Username: LFGsupport | Password: LFGsupport1

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[LincolnFinancial.com](http://LincolnFinancial.com)

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ECG 8/17 **Z02**

**Order code: ACC-EATC-FLI001**



\*In California, up to three sessions in six months, starting with initial contact by employee.

*TravelConnect*<sup>SM</sup> services are provided by UnitedHealthcare Global, Baltimore, MD. Accident EAP services are provided by ComPsych<sup>®</sup> Corporation, Chicago, IL. ComPsych<sup>®</sup> and GuidanceResources<sup>®</sup> are registered trademarks of ComPsych<sup>®</sup> Corporation. ComPsych<sup>®</sup> and UnitedHealthcare Global are not Lincoln Financial Group<sup>®</sup> companies. Coverage is subject to actual contract language. Each independent company is solely responsible for its own obligations.

In Minnesota and New York, this product is offered as an individual insurance policy. In all other states, this product is offered as a group insurance policy.

Insurance products (policy series GL41, WIND) are issued by The Lincoln National Life Insurance Company (Fort Wayne, IN), which does not solicit business in New York, nor is it licensed to do so. In New York, insurance products (policy series WIND) are issued by Lincoln Life & Annuity Company of New York (Syracuse, NY). Both are Lincoln Financial Group<sup>®</sup> companies. Product availability and/or features may vary by state. Limitations and exclusions apply.

**Not for use in New Mexico.**

*Travel assistance services are subject to specific terms, conditions, and limitations.*  
*TravelConnect users: If you have a situation that arises, please call UnitedHealthcare Global immediately for benefits verification and procedures. Call 24 hours a day, seven days a week (multilingual representatives are available). If you do not have access to a phone, email [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com) for assistance. A program description is available at [www.Lincoln4Benefits.com](http://www.Lincoln4Benefits.com). To use *TravelConnect*<sup>SM</sup> services, call UnitedHealthcare Global at 800-527-0218 or 410-453-6330, and provide them with ID number 338491.*

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UnitedHealthcare Global Emergency Response Center:  
United States +1-410-453-6330 (Reverse Charges Accepted)  
TOLL FREE ACCESS - The numbers below must be dialed from within the country  
If your location is not listed or the call will not go through, call the 24-hour  
Emergency Response Center collect (reverse charges accepted)

Australia	1 800 127 907	Japan	00531 11 4065
Brazil	0800 891 2734	Mexico	001 800 101 0061
China (northern)	1088887800 527 0218	Philippines	1 800 1 111 0603
China (southern)	108117800 527 0218	Singapore	800 1100 452
Dominican Republic	1 888 567 0977	South Africa	0800 9 92379
France	0800 90 8505	Spain	900 98 4467
Germany	0800 1 811401	Switzerland	0800 55 6029
Hong Kong	800 96 4421	Thailand	001 800 11 471 0661
Israel	1 809 41 0172	U.K.	0800 252 074
Italy	800 877 204	U.S. & Canada	1 800 527 0218

\* Dial the first portion of phone number, wait for tone, and then dial remaining numbers.  
For a complete list, go to the Global Intelligence Center: <https://members.uhcglobal.com>