

UnitedHealthcare Global Travel Assistance Program



Q. What is the Travel Assistance Program, included with your UnitedHealthcare Life insurance plan?

The Travel Assistance Program, provided by UnitedHealthcare Global (UHCG), provides 24/7 assistance with pre-travel information, non-medical emergency services and medical emergency assistance when a member is traveling 100 miles or more away from home. This program is included at no extra cost for members enrolled in any UnitedHealthcare Life insurance plan (not applicable in NY).

Q. What services are included with the Life insurance travel program?

The Life insurance Travel Assistance Program offers the following services and resources:

- **Global Intelligence Center**
- **Medical Assistance Services**
- **Travel Assistance Services and**
- **Worldwide Destination Intelligence**

Q. How does the Travel Assistance Program work?

Members will be able to access and print a **member travel ID card**, which includes toll-free and collect telephone numbers to access Assistance Coordinators 24-hours a day, every day of the year. In addition, members will have access to the Global Intelligence Center, which includes access to travel-related information and tools.

Listed is the contact information or members can use their printed ID card to contact an Assistance Coordinator,

- **UHC Policy Number: 358231**
- Email: assistance@uhcglobal.com
- Phone: 410-453-6330
- Toll Free: 800-527-0218 (within the U.S. and Canada)

Q. What is the Global Intelligence Center?

The Global Intelligence Center is an online hub for tools and support, gives members access to:

- World Watch® for security intelligence
- Medical Intelligence Reports for medical intelligence
- Airline Risk Ratings for a review of commercial airlines
- Travel Security Manager for monitoring employee travel and risk
- Daily Security Reports sign-up to receive daily briefings of global events and more

(See below for access)

Q. What is included as part of Medical Assistance Services?

Medical Assistance Services include:

- Worldwide medical and dental referrals
- Monitoring of treatment
- Facilitation of hospital payments
- Relay of insurance and medical information
- Medication and vaccine transfers
- Updates to family, employer & home physician
- Hotel arrangements

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Q. What is included as part of Travel Assistance Services?

Travel Assistance Services include:

- Translation services
- Emergency travel arrangements
- Transfer of funds
- Replacement of lost or stolen travel documents
- Legal referrals
- Message transmittals

Q. What is included as part of Worldwide Destination Intelligence?

Worldwide Destination Intelligence includes

- Travel and health Information
- Security intelligence

Get started by logging into the Global Intelligence Center

1. Visit worldwatch.uhcglobal.com
2. Click "Login/Register"
3. Click "Create One Healthcare ID"
4. Enter the required information on the registration page and select "I Agree"
5. **Enter the UnitedHealthcare Global member travel ID number (aka UHC Policy Number): 358231**

We have attached the member travel ID card, or you can access a card by logging into the Global Intelligence Center and print or save.

Once you have logged in, you will see the Global Intelligence Center Home page
Go to **My Account** and click on **Program information**



Global Intelligence Center

Home My Account ▾ Resources Search Weekly Alerts Logout

Welcome

Welcome Jill!

Eligible members working or traveling 100 or more miles away from home or outside of their home country can now obtain emergency travel assistance 24 hours a day, anywhere in the world through UnitedHealthcare Global, a leading provider of international travel assistance services. Your service program provides you with access to the 24/7 UnitedHealthcare Global Emergency Response Assistance Center. These services are subject to certain Conditions, Limitations, and Exclusions also described in the program description.

Global Intelligence Center

View health care/security information by location.

Select Country:

Select City:

ID Card

A placeholder image for an ID card, showing the UnitedHealthcare Global logo and the text 'GLOBAL ASSISTANCE'.

Policy Number: 358231
UnitedHealthcare Specialty Benefits
Group Life insurance policy holders

If needing to call, please use the numbers included on your ID card. Be prepared to provide your name.

Latest Alerts

Health Care
8/26/2025 - Critical Alert
[The Gaza Strip - At least five people killed whilst waiting for aid near Khan Yunis \(Non-Applicable\)](#)

Security
8/25/2025 - Critical Alert
[The Gaza Strip - At least six fatalities following IDF airstrike in Al-Mawasi, west of Khan Yunis](#)

Significant Dates

08/26/2025
Papua New Guinea: National Day of Repentance
United States: Women's Equality Day

Special Reports

[Security and Health Risk Ratings](#)
[Evacuation Notification Summary](#)



Program Information

ID Cards & Documents



ID Card

Program Detail

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About UnitedHealthcare Global

When you travel, you can now have confidence in knowing that UnitedHealthcare Global is here for you. You will always receive the expert care and personal attention required. If you are injured in an accident, become ill or are faced with an emergency, we can help. Available 24/7, we can put you in touch with a medical provider, help you with a replacement prescription and, if necessary, arrange emergency evacuations.

Member ID card

