

# What's new in Travel Assistance?

Provided through AXA  
Assistance USA, Inc.

New features available  
1/1/2021



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AXA's Travel Assistance is expanding services available through the MetLife Travel Assistance program to provide even more peace of mind while traveling in the U.S. or abroad

## **New Coverage! Political and Natural Disaster Evacuation**

Services include:

- Transportation to evacuate an employee or dependents where officials of a country have declared a disaster area
- Transportation to evacuate an employee or dependents caught in a country where government or embassy officials have declared that certain categories of people should leave the country

## **Expanded Worldwide Medical Teleconsultation Services<sup>1</sup>**

Service is being expanded to include access within the domestic U.S. and Canada. That means You and your covered family members can access 24/7 virtual consultation by licensed medical practitioners anytime when traveling more than 100 miles from home.

Services include:

- Convenience of arranging an appointment within the patient's own schedule
- Professional consultations on common and minor illnesses such as colds, allergies, minor injuries, infections, sores, and aches
- Option to connect via phone if patients don't have a smart phone, prefer not to download an app or have low bandwidth while traveling
- Access to doctor's notes, referral recommendations, and prescriptions
- App is available in English, Spanish, Portuguese & French

## **Increased maximum for medical evacuation/repatriation and repatriation of remains from \$500,000 up to \$1,000,000 per incident is now available**

For more information about all the benefits available through the Travel Assistance program, visit the new enhanced website at [www.metlife.com/travelassist](http://www.metlife.com/travelassist).

**All new services available starting January 1, 2021.**

<sup>1</sup>Available globally to members in a traveling status. Teleconsultation is not an emergency medical response program. In the event of a medical emergency, you should contact your local emergency medical service. You can receive Teleconsultation services for limited, non-urgent, non-life threatening medical conditions; this service is not appropriate for all conditions. Services, including assistance with prescriptions, will be provided if permitted under applicable law. Teleconsultation services are arranged through AXA Assistance USA and Teladoc International.

Travel Assistance services are offered and administered by AXA Assistance USA, Inc. Certain benefits provided under the Travel Assistance program are underwritten by Certain Underwriters at Lloyd's London (not incorporated) through Lloyd's Illinois, Inc. Neither AXA Assistance USA Inc. nor the Lloyd's entities are affiliated with MetLife, and the services and benefits they provide are separate and apart from the insurance provided by MetLife.

