When traveling, you can now feel confident that you are in safe hands if an emergency arises. United Healthcare Global Assistance provides medical and travel-related assistance services.

Always carry your member ID card with you in case the need for emergency assistance arises. Listed below are the telephone numbers to access the worldwide UnitedHealthcare Global Emergency Response Center network. When you call, be prepared to provide your ID number, university’s name, your name and a description of the situation.

For EMERGENCIES, please call:
U.S. & Canada 1-800-527-0218
Outside the U.S. Call 1-410-453-6330

UHCG GROUP ID: 362881

How to Use These Services

- Always carry your member ID card with you when traveling in a foreign country.

- If you have a medical, travel or security emergency, call the Emergency Response Center (ERC). If you are experiencing a medical emergency, you should immediately go to the nearest physician or hospital before calling the ERC.

- Printed on your member ID card are toll-free phone numbers for the ERC. Call the number for the country in which you are located. If your current location is not listed, call the ERC, reverse charges accepted at +1-410-453-6330.

- When you call, be prepared with as much of the following information as possible: your name, your organization’s name and ID number, a description of the situation, and a phone number to reach you.

- A multilingual Assistance Coordinator will render whatever assistance is necessary, and the Emergency Response Team will monitor your case until your situation is resolved.