

Subject: Out-of-Province Emergency Assistance

1. If you are leaving the province for any reason, please remember to **take your Travel Assist card with you.**
2. If you have a medical emergency, while away from Manitoba, and require medical assistance, **you must immediately call** (or have someone on your behalf call) **Travel Assist (World Access)** – 1-800-321-9998 in Canada or the USA; or elsewhere call 519-742-3287 collect.

The individual at World Access will verify your coverage, assist you in obtaining the necessary **covered services**, and arrange for payment of the charges/services. You will need to provide the individual with the **World Access 4-digit ID number – 9089**, along with your name, Group Policy Number – 97822, your certificate number, and your Manitoba Health card number.

3. Briefly, **covered services** are:
 - (a) services by a medical doctor
 - (b) hospital ward room and board charges
 - (c) for medically necessary services and supplies provided in the hospital
 - (d) ambulance services
 - (e) prescriptions
 - (f) other charges which would have been payable if the expense had been incurred in Manitoba, up to the amount that would have been payable in Manitoba

(A complete description of covered services and Travel Assist benefits is contained in your Employee Booklet – pages 17, 18, 20, and 21.)

Reminder - your drug card does not work outside Canada.

If you do not call World Access prior to receiving medical assistance, you will need to pay for the services out of your pocket and submit a claim to Manitoba Health immediately upon your return. Any amounts not payable by Manitoba Health should then be submitted to Equitable Life for processing.

If you have any questions about this, or our group insurance plan in general, please contact our benefits consultant – PWI Insurance Services – 1-800-265-2178 – and ask for Caroline.