About Travel Assistance

MetLife selected AXA Assistance USA, Inc. (AXA) to be the administrator for the Travel Assistance program because they are an industry leader, best known for intervening in medical emergencies in foreign countries. AXA administers emergency medical assistance services when you or a family member becomes ill or injured while traveling more than 100 miles from home. AXA is an independently owned company and is not associated with or an affiliate of MetLife. All services must be arranged by AXA Assistance USA, Inc. No claims for reimbursement will be accepted.

How to access Travel Assistance

Next time you’re traveling be sure to carry the Travel Assistance ID card with you. One simple phone call puts you in touch with AXA’s highly trained representatives who will help ensure your call is handled promptly.

A simple phone call can provide the help you need when you need it most. AXA Assistance is available 24/7.

If you have any questions about the services, visit:
http://webcorp.axa-assistance.com
User Name: axa   Password: travelassist

Call within the U.S.: (800) 464-3679
Outside the U.S.: (312) 935-3783 (collect)

Call Travel Assistance if:
• you are planning a trip and need general travel information
• you require medical assistance while traveling
• you lose documents, credit cards or luggage while traveling
• you require medical evacuation
• you experience local language problems
• you would like to request your travel and resolution guide
• you are a victim of identity theft and need personal assistance

Be sure to fold this card and carry it in your wallet at all times.
You’re protected, 24/7

Included with your MetLife insurance coverage is access to Travel Assistance services. A unique program where you and your covered family members* can contact AXA representatives to administer emergency medical, travel and personal assistance services on your behalf whenever you are in the world.

Professional help, just a phone call away

Everyone wants a stress-free trip, but unforeseen events can happen. The good news is that AXA representatives are there by your side. If there’s an emergency while traveling internationally or domestically,* with one simple phone call you can access:

- Over 600,000 pre-qualified providers worldwide
- Air and ground ambulance service
- Trained multilingual professionals who can advise and help you quickly in a travel emergency

Insured emergency benefits

If you or your covered family members experience a serious accident or illness while traveling, AXA is there in the hour of need.

Emergency medical evacuation and transportation services

If medical evacuation is necessary, the program will provide the transportation, equipment and people needed to get you and your covered family members to the nearest medical facility for treatment or back home, if medically necessary.

Transportation for minor children

The priority is making sure they’re safe and secure. AXA will pay for supervised transportation of eligible children back home, if necessary.

Transportation to join a patient

If you or a covered family member will be in a hospital for more than seven days, the program will pay for a designated family member or personal friend to be taken to the hospital so they can be by your side.

Return of remains

If you or a covered family member passes away while traveling, AXA will transport the remains back home and cover the associated costs.

Worldwide virtual medical consultations³

If you’re traveling internationally and need medical advice for common and minor illnesses, you and your covered family members can have virtual consultations with U.S. licensed medical professionals, 24/7 — via smart phone, tablet or web.

Register before your next trip by calling (800) 454-3679 or (312) 935-3783.

Medical assistance services

Medical referrals, appointments and hospital admissions

If you need medical assistance while you’re traveling, one call to an AXA representative and you’ll be referred to English-speaking doctors and/or hospitals, dentists and specialists. And if a hospital doesn’t recognize your medical insurance, the program can help in validating you and your covered family members’ health coverage and/or advancing the funds urgently.

Critical care monitoring

If you are taken to the hospital or require medical monitoring while traveling, a nurse case manager will be assigned and will stay in close communication with the attending physician and/or hospital. So, you can be confident that you or your covered family members are receiving proper care at all times.

Replacement of prescription medication

If you forget or lose your prescription medication while traveling, AXA representatives will arrange for replacement medication for you and your covered family members whenever possible and legally permissible.

Replacement of medical devices

When medical devices or equipment are not available locally, we’ll make every effort to procure and arrange for delivery.

Personal assistance services

Advice before you travel

Make sure you visit AXA’s Travel Assistance website for advice about your visa, passport, inoculations and local customs, as well as 24-hour pre-departure information on weather, local currency and plenty more.

Your own concierge

Save time and hassle with our concierge service. Seasoned concierges will take care of all your travel and entertainment arrangements including flights, hotel and dinner reservations, general destination and transportation information, city guides and much more. A source of local knowledge on call, whenever you need them, wherever you are.

Pet concierge services

Get help with locating pet-friendly hotel accommodations, local boarding facilities and assistance with travel arrangements back home for your pets in case of an emergency.

Local professional referrals

While traveling to foreign places you may not be fully aware of all local laws or customs. Travel Assistance can assist with referrals to nearby legal professionals or interpreters, if necessary, in the event you unintentionally violate a local law or custom.

Help with lost documents or luggage

Once you’ve filed a claim, AXA representatives can help you find your lost luggage and also help replace lost documents or passports.

Emergency cash/bail assistance

If your wallet is lost or stolen, you can get an advance for personal emergency cash and help in getting bail bonds, where available. Emergency cash can be transferred from a friend, family member or business account.

Mobile phone support

All the help you need to use your mobile phone when traveling abroad, including how to avoid expensive phone charges. Provides a detailed guide, including apps, resources, and helpful hints on using your mobile phone internationally.

Identity theft solutions

Should you experience identity theft while at home or traveling, AXA representatives can help with filling and obtaining police and credit reports, contacting creditor fraud departments and taking inventory of lost or stolen items.

Emergency contact support

Should an emergency happen while traveling, the Travel Assistance program will receive and transmit emergency messages on your behalf.

All services must be administered by AXA Assistance USA, Inc. No claims for reimbursement will be accepted.