



# GBG ASSIST EMERGENCY SERVICES

**Third-Party Administrative Services**

## **Help is just a phone call away . . .**

GBG Assist's customer service is multi-lingual –providing support for 180 languages 24 hours a day either online or by toll-free hotline.

In the event of a medical emergency, GBG Assist members can count on highly trained and experienced case managers, trained nurses and a medical director to work as a team to manage all aspects of a case, from the initial contact to safe arrival back to their home destination.

## **About GBG Assist**

The essence of outstanding health insurance comes in the form of customer service, and a cornerstone of GBG is the worldwide expertise of GBG Assist. GBG Assist offers 24-hour assistance to answer any customer need around the world — including emergency evacuation, if necessary — no matter the day or time.

GBG Assist operates via a state-of-the-art operating platform with hubs located around the world to serve every time zone. In three fully-connected 24/7 platforms, GBG Assist employs nurses, case managers, facilitators, and coordinators that will assist members when they need emergency care.



## **Key Benefits**

- 24/7 Emergency Assistance
- Emergency Medical Evacuation
- Worldwide Response Capabilities
- Transportation Coordination
- Patient Referral
- Case Management
- Admission and Discharge Planning
- Network Access
- Catastrophic Case Management

**Worldwide Collect:  
+1.905.669.4920**

**US / Canada Toll-Free:  
+1.866.914.5333**

