Contact Us
Europ Assistance USA is here to help you 24 hours a day in the event of an emergency.

When you call, please be ready to provide:
** The name of your Employer
** A phone number where we may reach you

US/Canada: 1 866-924-3577
From other locations call collect:
+1 202-659-7810
Email OPS@europassistance-usa.com
Your guide to safe travel
Emergencies happen, but help is now only a phone call away.

Europ Assistance USA (EA) provides 24 hour services to help you access emergency assistance when you are traveling 100 or more miles away from home. Europ Assistance USA is there when a crisis strikes to help you obtain the care and attention you need.

Medical Assistance Services

Medical Search and Referral
EA will assist you in finding physicians, dentists and medical facilities.

Replacement of Medication and Eyeglasses
EA will arrange to fill a prescription that has been lost, stolen or requires a refill, subject to local law, whenever possible. EA will also arrange for shipment of replacement eyeglasses. Costs for shipping of medication or eyeglasses, or a prescription refill, etc. are your responsibility.

Medical Monitoring
During the course of a medical emergency, professional case managers, including physicians and nurses, will monitor your case to determine whether the care is appropriate or if evacuation/repatriation is required.

Visit by Family Member/Friend
If you are traveling alone and must be or are likely to be hospitalized for seven consecutive days, EA will arrange and arrange payment for round-trip transportation for one member of your immediate family, or one friend designated by you, from his or her home to the place where you are hospitalized.

Dependent Children Assistance
If any dependent children under the age of 19 traveling with you are left unattended because you are hospitalized, EA will coordinate and arrange payment for their economy class transportation home. Should transportation with an attendant be necessary, EA will arrange for a qualified escort to accompany the child(ren).

Traveling Companion Assistance
If a travel companion loses previously-made travel arrangements due to your medical emergency, EA will arrange for your traveling companion’s return home.

Emergency Evacuation/Medically Necessary Repatriation
In the event of a medical emergency, when a physician designated by EA determines that it is medically necessary for you to be transported under medical supervision to the nearest hospital or treatment facility or be returned to your place of residence for treatment, EA will coordinate and arrange payment for the transport under proper medical supervision.

Repatriation of Mortal Remains
In the event of your death while traveling, EA will coordinate and arrange payment for all necessary government authorization, including a container appropriate for transportation and for the return of the remains to place of residence for burial.

Who is responsible for payment of these services?
After your coverage has been verified, EA will coordinate and arrange payment for the following subject to the policy limits and guidelines:
- Emergency Evacuation
- Medically-Necessary Repatriation
- Repatriation of Mortal Remains

If traveling alone:
- Visit of Family Member or Friend
If EA is unable to verify your coverage, you must provide proper guarantee of payment prior to EA incurring third-party expenses.

Conditions and Exclusions:
EA shall not provide services enumerated if the coverage is sought as a result of: suicide or attempted suicide; intentionally self-inflicted injuries; participation in any war, invasion, acts of foreign enemies, hostilities between nations (whether declared or not) or civil war, rebellion, revolution, and insurrection, military or usurped power; participation in any military maneuver or training exercise; traveling against the advice of a Physician; traveling for the purpose of obtaining medical treatment; traveling in any country in which the U.S. State Department issued travel restrictions; pilot or being or acting as a member of the crew of any aircraft; mental or emotional disorders, unless hospitalized; being under the influence of drugs or intoxicants unless prescribed by a Physician; commission or the attempt to commit a criminal act; participation as a professional in athletics or underwater activities; participating in bodingly contact sports; skydiving; hang gliding; parachuting; mountaineering; any race; bungee cord jumping; speed contests; spelunking or caving, heliskiing, extreme skiing; dental treatment except as a result of accidental injury to sound, natural teeth; any non-emergency treatment or surgery; routine physical examinations, hearing aids, eyeglasses or contact lenses; pregnancy and childbirth (except for complications of pregnancy); curtailment or delayed return for other than covered reasons; services not shown as covered; travel within 100 miles of your permanent residence, unless in a foreign country, or travel in a foreign location in excess of 90 days for any one trip. EA reserves the right to suspend, curtail or limit its services in any area in the event of rebellion, riots, military uprising, war, labor disturbances and strikes, nuclear accidents, acts of God, or refusal of the authorities in the country of assistance to permit EA to fully provide services. EA will however, endeavor to provide services to the best of its ability during any such occurrence. The medical professional and/or attorneys suggested and/or designated by EA and/or providing services on behalf of EA are not employees of EA and, therefore, EA is not responsible or liable for their negligence or other acts or omissions.

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Pre-Trip Information
EA offers a wide range of informational services before you leave home, including: Visa, Passport, Inoculation and Immunization Requirements, Cultural Information, Temperature; Weather Conditions, Embassy and Consulate Referrals, Foreign Exchange Rates and Travel Advisories.

Interpretation/Translation
EA will assist with telephone interpretation in all major languages or will refer you to an interpretation or translation service for written documents.

Locating Lost or Stolen Items
EA will assist in locating and replacing lost or stolen luggage, documents and personal possessions.

Europ Assistance can help you
24/7 with travel difficulties

Personal Assistance Services

Emergency Cash
EA will advance up to $500 after satisfactory guarantee of reimbursement from you. Any fees associated with the transfer or delivery of funds are your responsibility.

Emergency Travel Arrangements
In the event of an emergency, EA can help you make new travel arrangements.

Legal Assistance/Bail
EA will locate an attorney and advance bail bond, where permitted by law, with satisfactory guarantee of reimbursement from you. You pay attorney fees.

Vehicle Return
EA will coordinate and arrange payment for the return of the vehicle left unattended to your residence or place of rental if you become physically unable to operate any non-commercial vehicle as a result of a medical emergency. The vehicle must be in good driving condition and capable of being driven on the highway in compliance with local laws.

These services are only eligible for payment or reimbursement if EA is contacted at the time of service and has and/or pre-approved the service. EA cannot provide reimbursement for some services arranged by you or other parties.

Visa, Passport, Inoculation and Immunization Requirements

Temperature, Weather Conditions, Embassy and Consulate Referrals

Foreign Exchange Rates and Travel Advisories

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Traveling Companion Assistance

Emergency Evacuation/Medically Necessary Repatriation

Repatriation of Mortal Remains

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Conditions and Exclusions:

Personal Assistance Services