



Group Benefits

Travelling?

Stable medical conditions are covered under your plan

Starting December 1, 2012, we're making an addition to the Out-of-Country/Out-of-Province or Emergency Travel Assistance coverage provided as part of your Group Benefits plan. With the wording change, we're helping you understand that coverage is available for unexpected medical emergencies related to a diagnosed medical condition if it was considered medically-stable before you left your province or territory of residence.

What does medically-stable mean?

To be considered medically-stable under your plan, during the 90-days leading up to your departure, you/your eligible dependant must not have:

- been treated or tested for any new symptoms or conditions;
- had an increase or worsening of any existing symptoms;
- changed treatments or medications (other than normal adjustments for ongoing care);
- been admitted to the hospital for treatment of the condition.

Other things to consider before you leave:

- Coverage for travel medical emergencies is not available if you (or your dependant) have scheduled non-routine appointments, tests or treatments for the condition or another undiagnosed condition.

- Coverage is available for medical emergencies related to pregnancy as long as travel is completed at least 4 weeks prior to the due date.
- Having valid coverage under a Government Health Insurance Plan is required for you and your dependants.
- Coverage for a travel medical emergency ends when the attending physician feels that, based on the medical evidence, a patient is stable enough to return home.

Accessing the service:

In the event of an unforeseen medical incident or emergency, contact Allianz Global Assistance as soon as possible. This will help to ensure that you and your eligible family members receive immediate and appropriate care that is monitored by the professionals at Allianz Global Assistance.

Call Allianz Global Assistance toll-free from:

Canada and the United States 1-800-265-9977;

Mexico # 00-1-800-514-3702;

Dominican Republic 1-888-751-4403; and countries that participate in the Universal International Toll-Free (UITF) service, country code + 800-9221-9221.

We encourage you to use a land line telephone to make your call as the frequency on mobile phones are not guaranteed.

