



Travel Assist

Out-of-province and out-of-country emergency medical assistance

Your group benefits plan provides coverage for emergency medical assistance while you're travelling outside your province.* This coverage is available up to the maximum number of days stated in your group benefits plan booklet.

Trident Global Assistance administers Equitable's Travel Assist benefits.

Trident has an international network of medical facilities, physicians, transportation providers, medical correspondents and multilingual administrative agents who can help if you have a medical emergency while travelling outside your home province. Support is available 24 hours a day, seven days a week.

Call Trident during an out-of-province or out-of-country medical emergency.

Helping you locate appropriate medical assistance:

Call Trident as soon as possible when a medical emergency occurs, so they can triage and direct you to the most appropriate treatment facility.

You can avoid the stress and effort of finding a doctor or health clinic in another country by leveraging Trident's international network of partnerships with medical facilities around the world. In some cases, Trident may be able to coordinate a phone or video call with a doctor. Or, they may refer you to a nearby medical facility. They will monitor your medical care and ensure you receive proper emergency medical treatment. They will also maintain contact with you, your treating physician, and your family where required.

Minimizing your out-of-pocket medical expenses:

If you call Trident **before** incurring a medical expense, they will try to make payment arrangements for you. This means you may have fewer out-of-pocket expenses to claim and wait for reimbursement. If you have a medical emergency that prevents you from calling before receiving treatment, you (or a loved one) can call Trident as soon as possible to help coordinate payment.

Arranging medical transportation, if needed:

In some situations, Trident can arrange your transportation to the nearest appropriate medical facility. They may also be able to help coordinate transportation for your return to your home province.



Travel Assist 24-Hour Emergency Hotline

Toll-free Canada / USA: 1 800 321 9998
Global call collect: 519 742 3287

How to use Travel Assist

- Either download or take a screenshot of your Equitable benefits card. You can access your card by logging in to your account on EquitableHealth.ca or the Equitable EZClaim® mobile app. Bring your card with you when you travel.
- Pack your provincial health card.
- If you face a medical emergency on your trip, call Trident's 24-hour hotline before you receive care. If you're not able to call them before receiving care, contact them as soon as possible.
- If you have specific questions about your coverage, you can call Trident before your trip.

Additional services

Trident also offers other services, depending on your situation. They may be able to:

- Assist with lost documents;
- Refer you to a legal advisor in another country;*
- Provide emergency interpretation;
- Relay urgent messages to family, friends or business associates; and
- Help with returning a rental vehicle if a medical emergency prevents you from doing so.

You may be eligible for additional Travel Assist services to help you and your eligible dependants through a travel emergency. If your medical emergency requires you to leave your dependent children unattended, Trident may be able to arrange transportation and/or escort home to Canada for your children. They may also help with coordinating the bedside presence of a family member if you are in the hospital for more than seven days.

In the event of death, Trident can assist with authorization and arrangements to transport your body to your home province.

See your group benefits booklet for provisions and limitations of Travel Assist, as well as additional benefits.

Excluded from Travel Assist coverage

1. Non-emergency medical expenses

Any medical expenses you incur that are not related to a medical emergency will not be covered.

"Emergency" means a sudden, unexpected, acute illness or accidental injury that requires immediate, medically necessary treatment prescribed by a doctor. An illness is not considered "sudden" or "unexpected" if it is related to a chronic condition and:

- Your treatment or medication for that condition recently changed;
- You experienced new, more frequent, or more severe symptoms before traveling; or
- You are awaiting test results for your condition, or you recently received test results that show your condition is worsening.

2. Non-medical expenses

Travel Assist does not cover expenses related to trip cancellation, trip interruption or loss of luggage.



To make a claim or ask questions about your Travel Assist benefits, please call Trident Global Assistance

* Services may be limited or suspended in some countries because of political conditions, war, unrest or other situations that interfere with normal conduct of our business. If you are unsure about current conditions in the country you will be visiting, or want information about current travel advisories, please contact Trident Global Assistance or visit the Government of Canada's Consular Affairs web site at www.travel.gc.ca.

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