

Medical assistance while traveling abroad

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Created by [Tanner Brunsdale](#) on May 27, 2016 10:56 AM

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How do I reach MedAire?

Dial direct on **+1-480-333-3801**

When you're traveling abroad on company business or for training and away from your usual medical care, we want to be sure you're taken care of. That's why we've partnered with MedAire to provide all team members traveling internationally immediate, 24/7 access to a team of nurses, doctors and communication specialists. If you need medical help while traveling for business or are on duty outside of your home country, please call MedAire at +1-480-333-3801.

So, what can you expect? Once you call, MedAire will help you with your medical concern, provide medical assistance, coordinate payment and monitor your care until you are feeling better or are safely back home.

Keep in mind that MedAire doesn't replace emergency assistance. If you have an emergency, please call for emergency assistance immediately. For a full list of emergency phone numbers by country, visit the [United States Department of State website](#).

Find out more about MedAire's services by reviewing the frequently asked questions below.

Contacting MedAire

How do I reach MedAire?

Dial direct on +1-480-333-3801.

Are there any special prefixes required when dialing?

MedAire's Global Response Center is located in the United States and is not a toll free number. Calls from any country other than the U.S. will require an [international access code](#) that is unique to the country you are in. Additional line access procedures may be required depending on where you are calling from – such as your hotel. If you have difficulty dialing, you may call the hotel desk for assistance or dial the operator.

When may I call MedAire for help?

If you feel ill or have been injured while traveling for business or on duty travel outside of your home country, you should call MedAire. The MedAire team can give you tips to relieve minor discomfort and illness and make arrangements for medical care in more serious cases. You may also call for assistance with dental emergencies.

Call MedAire before going to a medical provider, whenever possible. Life and death emergencies are the exception, of course. Calling MedAire first will help us ensure that you are referred to a provider appropriate for your issue and one who accepts a prearranged guarantee of payment (GOP).

Who will answer my call?

Your call will be answered by a communication specialist at MedAire's Global Response Center. They will ask you for your name, location, employee number and chief complaint. A nurse or medical doctor will then join your call to ask questions, provide medical guidance and, if needed, help you secure a visit to an appropriate doctor or medical facility.

Referral to Local Medical Assistance

How long should I expect to wait for a doctor to see me?

During office hours: An appointment will be made when possible. If no appointments are available, there may be a wait of several hours as the doctor works you into their schedule.

After office hours: Whether at the hotel or at a doctor's office, it may take up to six hours to make arrangements with the doctor.

Hospital emergency room visits: You will be received according to the hospital protocols; generally, this means priority based on the nature of your illness or injury. Emergency room visits often require several hours of waiting time.

How far should I expect to travel to be seen by a doctor?

MedAire has a large network of medical professionals and makes every attempt to consider travel time when planning your care. However, the most appropriate facility for your specific need is not always the closest facility.

Will a doctor come to the hotel?

Depending on your location and the nature of your medical concern, MedAire's medical team may dispatch a doctor to your hotel. This may take longer than an office visit due to travel time and working around the doctor's office schedule.

Why can't I just call the concierge for medical help?

A call to MedAire begins a chain of events designed to maximize your care and convenience. By calling MedAire you are receiving help from medical professionals. They understand your condition and use that knowledge to ensure you are receiving care from the most appropriate local medical professionals or facilities. Plus, they monitor your care in the event your status changes, you have questions and/or want a second opinion. In addition to overseeing all of your arrangements and communicating with your company's operations department for you, MedAire guarantees medical payments which can greatly expedite your care and minimize administrative hassles and inconveniences.

Is it acceptable to call the local doctor directly and notify MedAire after the fact?

Your first call should be to MedAire. When you're not feeling your best, the last thing we want you to worry about is the details. By calling MedAire first, you can focus on getting better and MedAire can focus on getting you the assistance you need.

What if I'm rushed to emergency care before I'm able to contact MedAire?

MedAire has a database of more than 79,000 medical providers worldwide. There is a team dedicated to maintaining and growing this global assistance network. One aspect of the team's work is to pre-

establish protocols for those providers who are vetted to accept MedAire's Guarantee of Payment (GOP). MedAire works closely to understand the locations frequented by airline employees to ensure that we have identified and vetted providers who will accept MedAire's GOP.

When there are situations that require MedAire to coordinate with a medical provider who is not part of the vetted network, MedAire makes every effort to establish an agreement on the spot for acceptance of a GOP. Sometimes, if a provider will not accept a GOP, MedAire activates other means of getting the provider paid. For example, MedAire might make a payment by credit card or, where MedAire has local employees (present in 70 countries); MedAire may be able to have a local representative offer the payment. In addition, sometimes MedAire is able to coordinate a payment through the employee's hotel. MedAire will exhaust every resource to make a payment on the employee's behalf.

Paying the Bills

Who will pay for the call to MedAire?

The employee will pay for the telephone charges, if any, and submit the expense for reimbursement following company guidelines.

Who will pay for transportation to/from the hospital or doctor's office?

Unless MedAire arranges for emergency transportation, such as an ambulance, you should pay for the transportation and submit the expense for reimbursement following company guidelines.

Who will pay for the medical bill?

If a doctor or hospital visit is necessary, MedAire will pre-arrange guaranteed payment of services prior to your visit and will pay any and all resulting medical bills. When completing any medical forms, provide the MedAire billing address, email address and fax numbers as your own so that any requests for payment come to MedAire and not the employee.

What if the medical facility requests that I pay for treatment?

Occasionally, payment information doesn't reach all areas of a hospital quickly enough to avoid having the hospital ask you, in error, to pay. Do not pay a provider before speaking to MedAire. Call MedAire immediately if a medical facility asks you for payment, a credit card, or your personal address for invoicing.

If the employee arrives before the business office advises the operational unit, they may not be aware that a payment has already been guaranteed. Any time a provider asks an employee for money, the next step should be to call MedAire for further instructions.

If the provider says that the GOP only covered a certain amount and they need additional funds, do not pay. Tell them to contact MedAire to discuss the additional treatment and funds required.

If the medical facility requests an address for invoicing, either call MedAire or provide them with the Claims address:

Claims Department

MedAire, Inc.

4722 North 24th Street, Suite 450

Phoenix, AZ 85016, USA

If I need medicine, do I have to pay for it up front?

MedAire will pay for medications prescribed and directly provided by the physician. If you have forgotten your regular medication, call MedAire and they will authorize enough medication for you to get home. You may request a pharmacy to call MedAire for authorized payment, but they may require to you to self-pay. If this happens, or if MedAire recommends over-the-counter medications, you will need to pay and then submit the expense for reimbursement following your company guidelines.

Staying in Touch With American Airlines

How will American Airlines be advised of my status?

MedAire will make initial and follow-up notifications to American Airlines of your status, including whether you will be fit-to-fly, if applicable.

Who will determine whether I'm fit to fly?

MedAire will consult with the medical professionals on site to determine when you are fit-to-fly or fit-to-passenger home.

Is my medical information confidential?

The details of your medical diagnosis and treatment are regarded with the utmost respect and confidentiality, handled accordingly and shared only with American Airlines management team on a need-to-know basis. MedAire will request your verbal consent to disclose information about your case to American Airlines.

When You Get Home

What if I need further care?

MedAire or the treating medical facility may recommend that you visit your personal doctor for further care on your return home. This should be arranged as you would any regular doctor's visit. MedAire or the treating medical facility may provide you with information to pass on to your personal doctor regarding the care you have received while you have been away from home.

What if I receive a bill?

Occasionally, systems at medical facilities are set up to automatically issue an invoice to the home address of the person who received medical treatment. If you receive an invoice for treatment you received while under the care of MedAire, you do not have to pay this bill but we request that you pass it on immediately, either by sending to your crew representative at American Airlines to forward on to MedAire, or by faxing directly on +1-480-333-3821.