

# Emergency services

Responding when your employees need us the most.



Even in the most critical of circumstances, your employees are always covered. If your employees on international assignment face medical emergencies, they can be assured that MetLife can provide a seamless, professional experience to make sure they get the care they need — wherever that may be.

## Experience matters.

MetLife partners with a highly experienced emergency assistance provider with the training and resources to act professionally and act fast. From providing transportation to nearby or distant medical facilities to making sure your employees receive the best treatment available, care always comes first. We contract with a global medical team that's available 24/7 to assess your employees' needs and arrange evacuation if necessary.

## Covered and capable.

Your globally-mobile workforce can count on MetLife for:

- Medical assistance, evacuation, or repatriation
- The right team of global medical professionals with extensive resources and the flexibility to work with a preferred vendor, if requested
- Round-the-clock access to medical professionals and resources
- Access to emergency facilities and services, including over 100 air ambulance companies

# Christina's story: How medical evacuation works in real time

1. An expat on assignment, Christina is working in Sierra Leone when she suffers a major heart attack. She's rushed to the local hospital, but the team on the ground is unable to provide sufficient care.
2. Christina's attending physician contacts MetLife Customer Service. They input details of the incident and triages the call to the Evacuation Medical Director.
3. The Medical Director makes an evacuation recommendation, working with the local physician to assess Christina's condition and treatment plan.
4. Once the decision to evacuate is reviewed and approved, Christina is determined fit to fly and travel arrangements are made to an appropriate facility in the capital, Freetown.
5. An itinerary is shared with Christina and her family. Updates are entered into our Global Service Platform, where an Account Manager tracks Christina's progress and communicates with her employer (with her consent).
6. The evacuation is completed. Christina receives a stent and recovers in the receiving facility until she is cleared to return to regular activity. Invoices for her hospitalization, evacuation, and subsequent treatment are billed to MetLife through our electronic claims submission process.

## Advantages<sup>1</sup>

- Trained medical professionals familiar with international travel medicine available 24/7 to evaluate, coordinate, and monitor care with attending physicians
- Multilingual call center with over 20 languages spoken onsite
- Access to medical capabilities in over 200 countries

## Additional Medical Services<sup>1</sup>



Medical monitoring



Emergency prescription replacement



Arrangement of special medical services



Bedside visitor arrangement

For more information, contact your MetLife Account Executive today.  
[MetLifeWorldwide.com](https://www.MetLifeWorldwide.com)

1. Emergency medical and travel assistance services are provided through a vendor not affiliated with MetLife.

Like most group insurance policies, insurance policies offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations, and terms for keeping them in force. Ask your MetLife representative for costs and complete details.

MetLife's worldwide benefits products are underwritten by Delaware American Life Insurance Company, a MetLife affiliate domiciled at 600 North King Street, Wilmington, DE 19801, and other affiliates.