

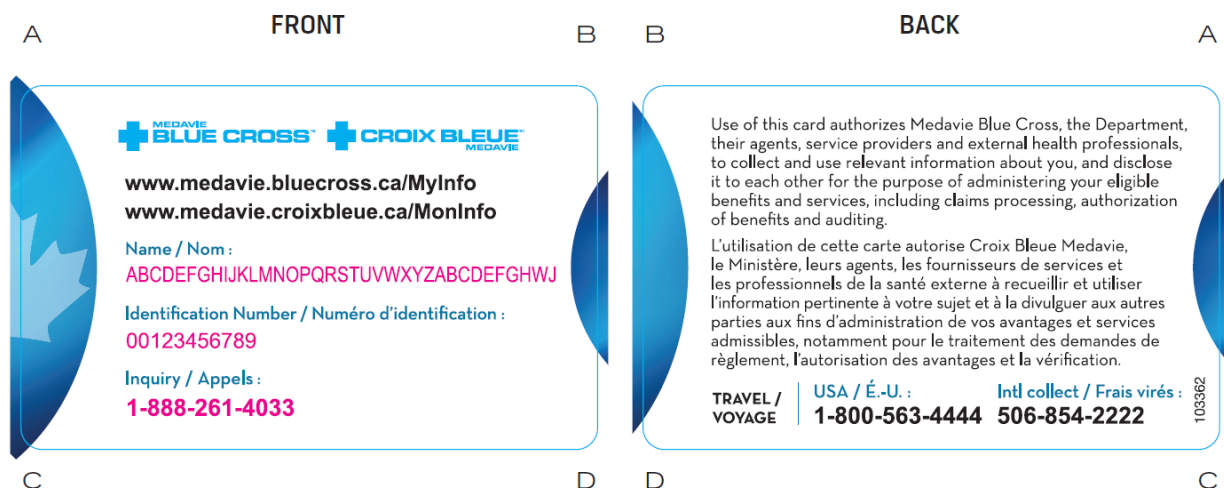
CANADIAN ARMED FORCES Emergency International Travel Assistance

January 2024

Emergency Travel Assistance services are available to CAF members travelling outside of Canada in need of immediate, emergency medical treatment. An international toll-free/collect Emergency Travel Assistance telephone number is currently available 24 hours a day, 7 days a week, 365 days a year to world-wide callers via CanAssistance for out-of-country Participants. This line also serves as a **first point of contact** for Providers and Members situated outside of Canada requesting authorization approval to provide emergency care.

Emergency Travel Assistance agents are available to direct Participants to a healthcare centre, based on condition and location, to clarify and verify product or service eligibility as well as pricing rules. They can confirm Participant eligibility where the Participant has provided consent, arrange for payment on behalf of the Participant, and inform Providers and Participants on the reimbursement requirements. They will guide CAF Participants to the most optimal healthcare solution, based on health condition and location. They will arrange for payment and share important information related to next steps of the claim in accordance with CAF policies and procedures.

The Emergency Travel Assistance telephone number is displayed in several locations ensuring that CAF Participants have timely access when needed. The number will be displayed on the applicable Health Care Identification Cards, on the Participant Portal, the Departmental Portal, and other web or mobile locations as applicable. Below is a sample of existing Health Care Identification Cards for CAF Participants displaying the Travel Assistance telephone number.



Direct authorization of the initial emergency treatment will be provided in accordance with CAF direction. For additional information on travel to the US, please review the Emergency and Non-Emergency USA Travel Assistance document.