



**Pacific Blue Cross**      **Toll-free**      **Fax**  
 604 419-2000      1 877 PAC-BLUE      604 419-2990

**Mailing Address** PO Box 7000, Vancouver, BC V6B 4E1  
**Street Address** 4250 Canada Way, Burnaby, BC



**CanAssistance**  
 Service provided through CanAssistance

This brochure outlines assistance offered by Medi-Assist Worldwide Emergency Medical Assistance. All provisions are subject to the terms and conditions of the group contract. Pacific Blue Cross assumes no liability for assistance services provided by Medi-Assist outside the terms and conditions specified in the group contract. Neither Pacific Blue Cross nor CanAssistance is responsible for the availability or quality of results of any medical treatment or for the failure to obtain medical services by any covered person.

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**Medi-Assist**  
**Worldwide**  
**Emergency Travel**  
**Medical Assistance**

*We're just  
 a call away*



In Canada/US call toll-free **1 888 699-9333**

Outside of Canada/US, or where toll-free is not available, call Medi-Assist collect and Pacific Blue Cross will pay for the call **1 604 419-4487**

For plan and claims information, visit [caresnet.ca](http://caresnet.ca)



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# The most recognized travel coverage worldwide

Pacific Blue Cross, through Medi-Assist, provides assistance to members and their dependents who experience emergencies while travelling away from home.

Medi-Assist will:

- Notify Pacific Blue Cross to expedite claims payment
- Connect you with qualified legal services
- Help with lost baggage or stolen documents/money
- Put you in touch with qualified licensed physicians and medical services
- Help to contact your family or business partners
- Assist with transfer of patient from one facility to another, or return of patient to home province
- Arrange consular assistance and travel advice
- Assist with arrangement of repatriation of remains in the event of a death

## Medical emergency?

Call Medi-Assist within 24 hours.

- In Canada and the US call **1 888 699-9333**
- Outside Canada and the US request a collect call to **1 604 419-4487**

A customer service team member is ready to help you 24/7 in both English and French. Payment of medical expenses may be delayed or refused if you fail to contact Medi-Assist within the first 24 hours.

Remember to have your Medi-Assist card, Provincial health care number and your Pacific Blue Cross policy and ID number ready. There's space to write these important numbers on your card below.



## Medi-Assist

Worldwide Emergency Medical Assistance

Name \_\_\_\_\_

Provincial health care number \_\_\_\_\_

Pacific Blue Cross Policy and ID numbers \_\_\_\_\_

Issued to members of Pacific Blue Cross / Non-transferable / Not valid if coverage is terminated

CUPE 1816



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Worldwide Emergency Medical Assistance

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