SUPPORT SERVICES FOR SAFE TRAVEL

WHAT DO I DO FIRST?
In the event of a life-threatening emergency, call the local emergency authorities first to receive immediate assistance, and then contact International Medical Group (IMG).

INTERNATIONAL MEDICAL GROUP (IMG) CONTACT INFORMATION
Policyholder Name:
UNIVERSITY OF ARKANSAS SYSTEM
Policy Plan #:
10-GTA-101567
Policy Effective Date:
1/1/2021
U.S. and Canada: 866-311-1559 (toll-free)
Outside U.S.: 240-330-1359 (collect call)
assist@imglobal.com

EMERGENCIES CAN HAPPEN, BUT HELP IS NOW ONLY A PHONE CALL AWAY

While traveling on a trip covered under an Accident & Health policy from The Hartford, you can now feel confident that you’re in safe hands. We partner with International Medical Group (IMG), a leading global assistance provider, to give you 24/7 access to medical and travel assistance services anywhere in the world.

Since 1990, IMG has offered travel assistance services and a global network of medical providers to millions of people in nearly every country around the world. Working across time zones and in different languages, IMG’s commitment to “Being There” provides end-to-end coordinated care – so you can feel secure while traveling.

If you’re insured with The Hartford and need help while traveling, IMG is available for timely assistance from anywhere in the world.
TRAVEL INTELLIGENCE APP
As part of your insurance solution with The Hartford, you can access TravelKit, the IMG Travel Intelligence app. Travelers will have unlimited access to information about medical, travel and security risks wherever they are in the world.

IMG Travel Intelligence provides 24/7 support and allows you to:
• Stay up-to-date on global developments with timely alerts about security and travel-related incidents nearby
• Access detailed country and city intelligence, including risk ratings, travel advisories, political and security concerns, travel logistics, cultural norms, weather threats and location-specific health intelligence
• Receive immediate assistance in the event of a crisis via the in-app emergency hotline
• Stay informed of travel disruptions, including airline delays and cancellations

DOWNLOAD AND REGISTER FOR THE TRAVEL INTELLIGENCE APP
• Before your next trip, search and download TravelKit in your mobile app store
• Register with code HIGBTA

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