



**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. PBC assumes no liability for assistance services provided by Medi-Assist outside the terms and conditions specified in the group contract. Neither PBC 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.*



**the colour of trust®**

Telephone: 604 419-2600 • Toll-free: 1 888 275-4672 • Fax: 604 419-2990  
Mail: PO Box 7000 Vancouver BC V6B 4E1 • Street Address: 4250 Canada Way Burnaby BC

[www.pac.bluecross.ca](http://www.pac.bluecross.ca)

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# Medi-Assist Worldwide Emergency Medical Assistance



CanAssistance



In Canada and the US call:  
**1 888 699-9333 (toll-free)**

Outside of Canada/US call Medi-Assist collect:  
**1 604 419-4487**

Visit CARESnet for plan and claims information:  
[www.pac.bluecross.ca](http://www.pac.bluecross.ca)



**Medi-Assist**  
Worldwide Emergency  
Medical Assistance

Name:

Care Card number:

PBC group and ID number:



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



# Medi-Assist Worldwide Emergency Medical Assistance

## Immediate, confidential help for any medical concern while travelling

Pacific Blue Cross, through Medi-Assist, provides assistance to members and their dependents who experience emergencies while travelling outside of their province of residence.

The Medi-Assist service does not pay your medical expenses, but it does provide the following:

- Notifies your insurer, Pacific Blue Cross, to facilitate claims payment
- Puts you in touch with qualified licensed physicians and medical services
- Connects you with qualified legal services
- Assists with lost baggage or stolen documents/money
- Arranges consular assistance and travel advice
- Assists with arrangement of repatriation of remains in the event of a death
- Helps to contact your family or business partners
- Assists with transfer of patient from one facility to another, or to return patient to province of residence

Payment of medical expenses may be delayed or refused if the member fails to contact Medi-Assist within 24 hours of the emergency.

## How to contact Pacific Blue Cross

For information about what is covered under your plan, visit CARESnet at:

[www.pac.bluecross.ca](http://www.pac.bluecross.ca)

You can also call Pacific Blue Cross for plan information and to inquire about a claim, weekdays 8 a.m. – 4:30 p.m. at:

**604 419-2600**

Toll-free, from outside the Lower Mainland:

**1 888 275-4672**

## When and how to contact Medi-Assist

Call Medi-Assist within 24 hours of an emergency. A customer service representative is accessible to you 24 hours a day, seven days a week. Assistance is provided in both French and English. Have a pen and paper ready.

You will need to provide Medi-Assist with:


- Your Care Card number
- Your Pacific Blue Cross group and ID numbers

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