



**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



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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 your Member Profile



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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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