Renaissance BENEFITS | Iris OnWatch

LifeAssist—Travel Assistance



Your Guide To Safe Travel

Emergencies happen, help is a phone call away.

An unexpected illness, tooth ache or lost baggage can ruin a trip. With travel assistance services from Iris OnWatch, help is only a phone call away. When a member is traveling away from home, they'll have access to travel, medical, personal and assistance services.*

We have a local presence in 200 countries and territories worldwide, and 35 24/7 assistance centers staffed with multilingual assistance coordinators, case managers, and medical and security staff. Iris OnWatch is here to help obtain the care and attention members need in case of an emergency while traveling.

In the event of a life-threatening emergency, they should call the local emergency authorities first to receive immediate assistance, and then contact Iris OnWatch.

24/7 Support Available

Just Give Us A Call

1-231-338-6614 (Local/Direct Number)

1-833-960-1152 (Toll Free Number)

Assistance with Emergency Transportation Services

- Emergency Medical Evacuation
- Repatriation of Mortal Remains
- Transportation after Stabilization
- Visit by Family Member/Friend
- Return of Dependent Children
- Return of Traveling Companion

Assistance with Travel Support Services

- Medical Monitoring
- Hotel Arrangements for Convalescence
- Advance of Emergency Medical Expenses
- Assistance with Replacement Medication, Medical Devices, and Eyeglasses or Corrective Lenses
- Transfer of Insurance Information and Medical Records
- Medical and Dental Search and Referral
- Assistance with Vaccine and Blood Transfers

Assistance with Personal Assistance Services

- Assistance with Emergency Travel Arrangements
- Pre-Trip Information
- Interpretation/Translation
- Locating Lost or Stolen Items
- Emergency Cash Advance
- Legal Referral/Bail
- Emergency Message Relay

Travel Assistance Service Details

1-231-338-6614 (Local/Direct Number)

1-833-960-1152 (Toll Free Number)

Emergency Transportation Services[1]

Emergency Medical Evacuation

In the event of a medical emergency, when a physician designated by Iris OnWatch determines that it is medically necessary to be transported under medical supervision to the nearest hospital or treatment facility offering adequate care or be returned to their place of residence for treatment, Iris OnWatch will help coordinate for the transport.

Repatriation of Mortal Remains

In the event of death while traveling, Iris OnWatch will coordinate and arrange all necessary government authorization, including a container appropriate for transportation and the return of the remains to their place of residence.

Transportation after Stabilization

Iris OnWatch will arrange medically-appropriate transport to your point of origin, following the stabilization of your condition and when approved by GGA.

Travel Support Services[1]

Medical Monitoring

During the course of a medical emergency resulting from an accident or sickness, GGA will monitor your case to determine whether the care is adequate from a Western Medical perspective.

Advance of Emergency Medical Expenses

Iris OnWatch will advance on-site emergency inpatient medical payments to secure admission or discharge upon receipt of satisfactory assignment of benefits from a member, family member, or friend. All payments and costs must be paid by you and/or your medical insurance.

Assistance with Replacement Medication, Medical Devices, and Eyeglasses or Corrective Lenses

Iris OnWatch will arrange to fill a prescription that has been lost, forgotten or requires a refill, subject to local law, whenever possible. Iris OnWatch will also arrange for shipment of replacement eyeglasses/corrective lenses or medical devices.

Transfer of Insurance Information and Medical Records

Upon your request, Iris OnWatch will help relay insurance information during a hospital admission and assist with transferring medical information and records to the treating physician.

Medical and Dental Search and Referral

Iris OnWatch will assist in finding physicians, dentists and medical facilities in the area of travel.

Assistance with Vaccine and Blood Transfers

If based upon a physician's prescription, needed vaccines or blood products are not available locally, Iris OnWatch will coordinate the transfer where possible and permissible by law.

Personal Assistance Services[1]

Pre-Trip Information

Upon request, Iris OnWatch will provide information services such as: visa and passport requirements, health hazard advisories, currency exchange, inoculation and immunization requirements, temperature and weather conditions, and embassy and consulate referrals.

Interpretation/Translation

Upon request, Iris OnWatch will assist with telephone interpretation in all major languages. If ongoing or more complex translation services are required, Iris OnWatch will refer you to local translators.

Locating Lost or Stolen Items

Iris OnWatch will assist in locating lost luggage and help coordinate the replacement of transportation tickets, travel documents or credit cards.

Legal Referral/Bail

Upon request, Iris OnWatch will provide referrals to a local lawyer. In case of incarceration, Iris OnWatch will notify the proper embassy or consulate, arrange the receipt of funds from third party sources, and locate an attorney and bail bonds, where permitted by law, with satisfactory guarantee of reimbursement from the member, family member or friend.

* The Travel Assistance Services and the Emergency Transportation Services shall only apply if the Member is traveling at least 100 miles away from his or her place of permanent residence, unless in a foreign country. Those Services are only provided while the Member is on a trip.

NOTE: The Life Assist Services products and services, including but not limited to services for Travel Assistance (Iris® OnWatch), Identity Theft, and Beneficiary Companion Assistance, described herein are provided by Iris® OnWatch and are not provided by Renaissance and are NOT insurance. Renaissance and Iris® OnWatch are separate legal entities with no ownership affiliation. RENAISSANCE MAKES NO WARRANTIES OR REPRESENTATIONS (EXPRESSED OR IMPLIED) AND ASSUMES NO LEGAL LIABILITY OR RESPONSIBILITY FOR THE INFORMATION, PRODUCTS, BENEFITS OR SERVICES PROVIDED BY Iris OnWatch.

1 Iris® OnWatch does not pay any costs for these services. Iris® OnWatch will coordinate and arrange for service(s) and payment(s), but you are responsible for making all payments and for paying all costs related to these services.

Group Life Insurance coverage is underwritten by Renaissance Life & Health Insurance Company of America, Indianapolis, IN, and in New York by Renaissance Life & Health Insurance Company of New York, Binghamton, NY. Both companies may be reached at PO Box 1596, Indianapolis, IN 46206. Products may not be available in all states.