

Travel Assistance Program

You and your dependents have access to the Travel Assistance Program provided by AXA as part of your Life Insurance Plan with Blue Shield of California. This program offers you worldwide travel and medical assistance services 24 hours a day, 365 days a year.

With one simple phone call to AXA's response center, you will be connected to a global network of providers to assist you when away from home.

Services include:

- **Travel assistance** – lost document and luggage assistance, telephone interpretation, pre-trip and cultural information, vaccination recommendations, and more
- **Medical emergency transportation¹** – emergency medical evacuation, medical repatriation, return of traveling companion, and more
- **Medical assistance** – medical and dental referrals, coordination of hospital admission, critical care monitoring, and dispatch of prescription medication
- **Travel web portal** – travel information at your fingertips, including security alerts.

Visit <https://webcorpsf.secure.force.com>.

Use the credentials below to log in:

- **Username:** Travel@BSCA.com
- **Password:** Travelblue

If you have questions about the Travel Assistance Program or need help, please contact AXA at one of the following numbers:

Within the U.S.: **1 (866) 730-5073**

Outside of the U.S.: **+1 (630) 616-4526 (collect)**

Or, visit medassist-usa@axa-assistance.us.

1 Program terms

When traveling 100 miles or more away from home for up to 120 days, medical emergency transportation services include the arrangement and payment for any reasonable and customary charges determined by AXA Assistance USA, Inc. Vehicle return service is applicable upon activation of medical emergency transportation. No reimbursements for out-of-pocket expenses will be accepted.

All additional costs would be the responsibility of the member. Services will be provided as permitted under applicable law. Services must be authorized and arranged by AXA Assistance USA, Inc. designated personnel to be eligible for this program.

Program guidelines

Services will not be provided or available for any loss or injury that is caused by, or a result of:

- Mental nervous condition or diagnosis
- Traveling against the advice of a physician
- Traveling for medical treatment
- Pregnancy and childbirth (exception: complications of pregnancy) or voluntary induced abortion

The Travel Assistance Program is administered by AXA Assistance USA, Inc. Blue Shield of California Life & Health Insurance Company ("BSL") does not warrant or guarantee the services provided by AXA, or by any providers to whom a referral is made by AXA. BSL is not responsible for any loss, injury, claim, liability, or damages related to the use of the Travel Assistance Program. The services and benefits are separate and apart from any insurance provided by BSL, and may be changed or discontinued at any time. Services are subject to the program's specific terms, conditions, and limitations.

The CAPE Benefit Trust and its Trustees have no fiduciary responsibility or liability for services or care provided by outside vendors contracted with Blue Shield.