

Travel Assistance contact information

For help locating assistance during a medical emergency while travelling, call the number of the location nearest you. Service is available 24 hours a day.

Call toll free from:

- Canada or U.S.A.: 1-855-222-4051
- Mexico: 0-1-800-522-0029
- Dominican Republic: 1-800-203-9530
- Universal countries: 1-800-9006-7555
- Cuba: 1-204-946-2946 call direct*
- All other countries: 1-204-946-2577 call direct* or collect

*Submit long distance charges to Great-West Life for reimbursement.

In some countries you have to dial 00 rather than 1, in front of the toll-free number. We recommend that before travelling, you take note of the appropriate number to call.

Universal countries listing

For calls being placed from:	Use prefix
Argentina	00
Australia	0011
Austria	00
Belgium	00
China	00
Costa Rica	00
Denmark	00
Finland	990
France	00
Germany	00
Hong Kong	001
Hungary	00
Ireland	00
Luxembourg	00
Macao	00
Malaysia	00
Netherlands	00
Norway	00
Philippines	00
Portugal	00
Singapore	001
South Africa	00
Spain	00
Sweden	00
Switzerland	00
Taiwan	00
United Kingdom	00

Travel Assistance is also referred to as Global Medical Assistance

Existing phone numbers

Phone numbers provided on Global Medical Assistance cards issued before December 2013 do not match those provided on this site. All numbers are active. If you'd prefer a card that lists the updated phone numbers, print a new benefits card by logging on to GroupNet for Plan Members – Forms and Cards tab – Printable Cards – Your Benefits Card.

Tips before travelling

Telecommunications systems and standards differ throughout the world. We recommend that before travelling, you become familiar with the service and technology available in your destination location.

If there are restrictions on the country's telecommunications system or your hotel's phone service, you may only be able to make direct calls. In this situation, submit the bills for your long distance charges to Great-West for reimbursement.

Some telecommunications systems don't recognize the tonality of mobile devices so they can't be used. In this case, you may have to use a public phone.

Some hotels and resorts offer payphones on location with outside line accessible by using the resort calling card. Ask the hotel's reception about long distance call access.