



### WHEN SHOULD I CALL FMCAssist?

- Always contact 911 first in any emergency.
- Anytime a physician has advised that you or your covered family member is in need of emergency medical transportation.
- Anytime you or your covered family member has been admitted as an inpatient at a hospital, or anytime you feel you may need future assistance with transportation due to a medical situation.
- Anytime you have general questions about your coverage and the services available through FMCAssist.

### WHAT HAPPENS WHEN I CALL FMCAssist?

- If immediate assistance is required, we will request that you provide your name and FMCA member number in order to take the next necessary actions.
- We will obtain details of your current situation and add a notation to your profile.
- If assistance is not required immediately, we will ask you to call us back if/when assistance becomes necessary.
- We will answer any questions you have about your coverage and benefits.

### WHAT IS FMCAssist UNABLE TO DO?

- We cannot perform medical management or provide guidance to your treating physicians.
- We cannot discuss or coordinate medical insurance coverage or medical benefits.
- We cannot coordinate roadside assistance. *(You may have other coverage for this service.)*
- We cannot discuss your medical condition or transportation arrangements with your family members (unless specifically authorized by you) or with any other member of FMCA.

**\*\*Available 24 hours a day, 7 days a week: 877-202-4176\*\***

*Program our number into your phone or tablet!*

#### Additional Information needed for Veterans

1. Copy of DD214
2. Service number if other than social security number
3. Military organization and rank upon discharge
4. Date entered into service
5. Place entered into service
6. Date discharged from service
7. Place discharged from service
8. Wars/conflicts in which veteran participated

#### Additional information needed in case of death

1. Full legal name of deceased
2. Residential address
3. Date of birth
4. Marital status
5. Citizenship
6. City or county of birth
7. State and country of birth
8. Social security number
9. Spouse (if married) full legal name
10. Occupation/occupation prior to retirement
11. Full name of mother
12. Full name of father

#### Items to consider if ill or deceased person needs to have the vehicles moved/transported

1. Provide location of current vehicle insurance and registration cards for all vehicles.
2. Check list of all actions needed prior to movement of the motorhome/RV.
3. Check list of all actions unique to the tow vehicle that must be completed prior to movement.
4. Supply all keys for the motorhome/RV and tow vehicle or provide your ICE contacts the location of your spare set of keys.
5. Provide instructions for preparing the tow vehicle for towing.
6. Have pictures taken of inside and outside before assigning a company to move the motorhome/RV.
7. Identify an individual or provide your ICE contact with the ability to release your vehicles to the transport company.
8. Identify an individual/company to receive your vehicles at their final destination and have them authorized.

#### Other information that may be needed in an emergency for travelers:

1. Copy of "Do Not Resuscitate" instructions and other like documents.
2. Medical Insurance Cards.
3. If a member of FMCA – membership number (Seven Corners Insurance phone number 1-877-202-4176 U.S. or Canada or call collect worldwide: 317-582-2619).
4. Special Instructions for pets.
5. Veterans (see information on reverse)
6. Information needed in case of death (see information on reverse)
7. Motorhomers – list of information about motorhome and tow car to be considered prior to moving (see reverse).