

Global Teleconsultation

24/7 Medical Care at Your Fingertips

CHUBB®



Providing instant access to medical care anytime, anywhere

Chubb travelers can now receive the medical care they need without having to step outside. The use of communication technology is allowing us to optimize global medical care and provide 24/7 access to teleconsultation services to our insureds.

Medical teleconsultation enables travelers to have a healthcare experience via video consult or over the phone. For minor ailments and conditions, licensed medical providers offer medical advice, treatment options, assistance with prescription refills, and provider referrals when needed.

Frequently Asked Questions

What is teleconsultation?

A virtual consultation between a licensed medical provider and a patient, for the purposes of delivering healthcare services.

Who has access to these services?

Any Chubb inforce policyholders with AXA Assistance USA, Inc. as the embedded Travel Assistance Provider.

How can teleconsultation services be accessed?

Simply by calling into the phone numbers on the Chubb Travel ID Card. After a short verification, instructions will be provided on how to create an account.

What types of conditions can be consulted on?

Many conditions can be treated via teleconsultation, some common cases are to treat allergies, asthma, bronchitis, back pain, rashes, upper respiratory infections, hypertension, etc. Teleconsultation should not be used for emergency medical care.

Is this service a covered benefit under the insurance plan?

Teleconsultation services will be covered as any other medical expense while the traveler is outside their country of permanent residence, subject to the terms and conditions of the policy.

What if the caller needs to seek additional treatment after the teleconsultation?

An appropriate medical provider will be located where the caller can receive follow up medical treatment as needed.

Are video chat capabilities mandatory?

No, travelers have the option to request a consultation over the phone or by video.

Is there an app available for this service?

Yes. After calling AXA Assistance to register, please download the Dr. Please! app from Google Play or iTunes.

Teleconsultation is not an emergency medical response program. In the event of a medical emergency, you should contact your local emergency medical service. You can receive teleconsultation services for limited, non-urgent, non-life threatening medical conditions; this service is not appropriate for all conditions. Services, including assistance with prescriptions, will be provided if permitted under applicable law. Teleconsultation services are arranged through AXA Assistance USA and are provided by a third-party teleconsultation provider.

Travel assistance services provided by AXA Assistance USA, Inc. Insurance underwritten and provided by ACE American Insurance Company or Federal Insurance Company. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.