

# FMCA Assist

## FREQUENTLY ASKED QUESTIONS

### When Should I Call FMCA Assist?

- 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 FMCA Assist.

### What Happens When I Call FMCA Assist?

- 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 benefits.



### What Is FMCA Assist Unable To Do?

- FMCA Assist is not medical coverage and will not pay your medical bills.
- Our travel assistance provider **cannot**:
  - perform medical management or provide guidance to your treating physicians.
  - discuss or coordinate medical insurance coverage or medical benefits
  - coordinate roadside assistance. (*You may have other coverage for this service.*)
  - 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**

Program our number into your phone or tablet!

[www.fmca.com/fmca-assist](http://www.fmca.com/fmca-assist)

**FMCA**  
Your RVing Family

**FOR MEDICAL REFERRALS, EVACUATION, REPATRIATION,  
VEHICLE RETURN OR OTHER SERVICES PLEASE CALL:**

AXA Assistance

800-794-3109 (Inside the US)  
800-795-2399 (In Canada)  
312-935-9209 (Collect Call from Outside the US or Canada)  
[MedAssist-USA@AXA-Assistance.us](mailto:MedAssist-USA@AXA-Assistance.us)

## Information That May Be Needed In An Emergency

1. List of prescriptions and OTC (over the counter) drugs – also keep list in your smart phone
2. Copy of “Do Not Resuscitate” (DNR) instructions and other similar documents
3. Medical insurance card + name and phone number of your doctors
4. Special instructions about your pets (documents needed to transport dogs or cats across borders; name and phone number of home vet; name and phone number of who would receive your pet if it is transported; details about diet and medications; etc.)
5. Special instructions about moving your coach and/or tow vehicle (see below)
6. Easy-to-find list of contacts and phone numbers – put in coach and tow vehicle + in phone

## Additional Information For Veterans

1. Copy of DD 214
2. Service number (if other than Social Security number)
3. Military organization and rank (at discharge)
4. Date and place where entered military service
5. Date and place where discharged from military service
6. Wars/conflicts in which veteran participated

## Additional Information That May Be 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, county, state, and country of birth
7. Social Security number
8. Spouse (if married) – full legal name
9. Occupation prior to or at death
10. Full name of father and mother

## Items To Consider If Ill, Injured, Or Deceased Person Needs To Have Vehicles Moved Or Transported

1. Location of current vehicle insurance and registration cards for all vehicles
2. Checklist of all actions needed prior to movement of the motorhome/RV or car/truck
3. Checklist of all actions unique to all vehicles that must be completed prior to movement
4. Keys for the motorhome/RV and tow vehicle – or provide ICE the location of spare keys
5. Photos of exterior and interior prior to professional driver leaving
6. Identify individual (you or your ICE contact) to release your vehicle to transport company
7. Identity of person/company to receive your vehicle(s) at the destination
8. Note: professional drivers do not eat, smoke, or sleep in your coach

## Helpful Hints

1. In your smart phone, put names of friends and family whom you want contacted under “ICE” (in case of emergency). Most new phones have an emergency key when you turn on the phone that can access ICE info even if your phone is password protected.
2. Keep a list of all calls made concerning your emergency situation. Be sure to get the name of the person and the phone number so you can call him/her back. List each date and time you call so there is a chronological record of the notes of your conversations.
3. Many emergency services provide vials for information that can be placed in your coach freezer or refrigerator. Emergency responders are trained to look for the info there. If you have more info than can fit in that vial, then note that location of the folder or binder.
4. Current FMCA membership is key to your FMCAssist coverage. ~~Keep your membership paid in advance. Your FMCA number and membership expiration are shown on your FMCA magazine label.~~ Names on the label are the ones covered by this insurance.
5. Tell family and friends about FMCAssist so they can know about this amazing benefit for you.

This information is a brief description of the important features of this insurance plan.

Insurance described herein offered by Family Motor Coach Association (FMCA). Insurance underwritten and provided by Federal Insurance Company and its U.S. based Chubb underwriting company affiliates or network partners. 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](http://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. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.

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