

Remote Behavioral Health Assistance

CHUBB®



Providing travelers with critical support and immediate intervention when they are away from home

It is very easy to get wrapped up in the excitement and hectic nature of travel and forget about the stress-related mental health risks that it can bring. Navigating time zone changes, culture shock, adjusting to new routines, and homesickness can all bring on enhanced feelings of stress while away from home.

When these feelings reach an unhealthy level, it is imperative that travelers have easy access to the right resources. Chubb travelers now have 24/7 global access to Remote Behavioral Health Assistance when it is needed most.

Frequently Asked Questions

What is Remote Behavioral Health Assistance?

A telephonic consultation between a U.S. mental health professional and a patient, for the purposes of delivering counseling services.

This program provides seamless access to crisis assessment, intervention, and stabilization exclusively by Master and Doctoral level clinicians. Callers will be connected to a trained counselor to help with immediate support and coordination in high-risk situations. All conversations are kept confidential.

Who has access to these services?

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

How can these services be accessed?

Simply by calling into the phone numbers on the Chubb Travel ID card.

Is this service a covered benefit under the insurance plan?

These 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 sessions?

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

For emergency or life-threatening situations, contact your local emergency service or proceed to the nearest hospital. Services will be provided as permitted under applicable law. Mental health services are provided by ProtoCall Services, Inc. and are coordinated through HAA Preferred Partners, LLC, an AXA Company.

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.