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Accident & Health

FAQs

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Here's What's New:

What is the ACE Travel Assistance Portal?

ACE's Travel Assistance features information and tools to support travelers before and during their trips abroad. The site contains real-time destination-based health, security and travel-related information including:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports per locale
- Mitigation tips and consulate contacts
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- News and real-time security alerts
- General travel tips

A variety of tools have also been integrated within the portal to minimize inconvenience during trips and support travelers in an emergency. These include:

- Drug translator which can be used to find the foreign equivalent of a US drug
- Medical terms translator to facilitate communicating with medical personnel in foreign locations
- Medical provider search to look up hospitals and doctors in a given locale
- International calling code search and obtain the code to dial from one country to another
- Call Me Back feature so that travelers can contact ACE's Assistance Provider and receive a call back within a defined time, particularly useful if you have difficulty calling collect or making international calls
- Emergency number look up for finding the foreign equivalent of 911

The portal also includes a personalized My Trips feature that allows you to enter upcoming trips or import them from Triplt so that destination content is automatically displayed based upon logging in.

How do I get access to the site?

Please go to the URL listed below and click on the “Sign Up Now” link in the gray box on the right. This will take you to a registration page where you can register for the site using the below Group ID and Activation Code .

URL: www.acetravelassistance.com

Group ID: aceah

Activation Code: security

Once registered, an automated e-mail will be sent to the e-mail you used to register. Please confirm your registration by clicking on the link provided within the communication. From there, you may access the site at any time using the login and password you established during the initial registration.

What are the benefits of individual user registration?

Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience, both through personalized content (e.g. MyTrips) and servicing (e.g. Call Me Back feature).

What is the purpose of the Group ID and Activation Code?

The Group ID and Activation Code are used to manage access and provide reporting. Each unique Group ID and Activation Code allows for controlling the access to the unique Group ID and Activation Code (e.g. deactivating the site) as well as the ability to report on the users within that unique Group ID and Activation Code. Both are only required once upon initial registration.



What should I do if I have feedback?

If you have feedback or technical issues to share, please complete the form located on the Contact Us page within the Travel Assistance Portal. We will look into the matter and get back to you should you request a follow up communication.

What is the Call Me Back feature?

Customers are now able to submit their requests directly to ACE's Assistance Provider via the portal's Call Me Back functionality. It is intended for customers who need assistance while traveling but may be unable to make a collect call or for any other reason cannot get through. In order to use Call Me Back, the customer must be registered and will need to submit a simple form found on the Call Me Back page. Upon completion, an e-mail notification will be generated to ACE's Assistance Provider's Operations team.

What is the Drug Translation tool?

The Drug Translation tool will help users find the foreign equivalent of a US brand name or generic drug, should they need to obtain the drug while traveling. It provides the equivalent name for more than 7,000 brand name and generic prescription and over-the-counter drugs in 115 countries.

What is the Medical Phrasebook?

The Medical Phrasebook is a transition tool which enables users to overcome potential language barriers should a medical situation arise while abroad. It is designed to allow users to describe their medical issue to a medical professional as well as to understand what they may advise them.

Simply select a symptom and the language in which the translation is required and the tool will provide the relevant information in both English and the requested language. The list of phrases covers the most common ailments or symptoms. These are available in 8 languages: English, French, German, Spanish, Italian, Russian, Arabic and Mandarin and also provides sound files so users can hear how the results are pronounced.



What is the Find a Medical Provider tool?

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) both internationally and within the US. This information is acquired from an international database, which currently supplies nearly 4,000 provider records and a US database, which offers details on about 98,000 facilities and 450,000 physicians. Users can look up coordinates for a provider of choice as well as directions. They can also submit ratings and review providers from whom they have received services.

How does the MyTrips feature work?

MyTrips allows users to get security and risk information on their upcoming destinations immediately upon log in, without having to use the Find Locale tool. Users can either import their already existing travel plans from Triplt or manually add their upcoming trips which will appear on the home page each time they log in until the trip dates have passed. From the home page, users can then click the Show Locale Detail link to quickly get the destination information and easily toggle between upcoming trips.

Do users have to Triplt to manage their trips?

No. Users can add their itineraries manually by clicking the “add manual” button from the home page dashboard. The option to sync their Triplt account with the site is provided as a convenience to users.