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ACE's Travel Assistance Services Portal FAQ's



FAQ's

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What is the ACE Travel Assistance Portal?

ACE's Travel Assistance Portal 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
- Consulate contacts
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- News and real-time security alerts
- General travel tips
- Travel tips including cultural, environmental and financial information

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

- 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
- Emergency number look up for finding the foreign equivalent of 911
- Health requirements for your destination and transit points

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 Username and Password.

URL:	www.acetravelassistance.net
Username:	medassist-usa@axa-assistance.us
Password:	acea&h



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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 and servicing.

How is ACE's Travel Assistance Portal managed?

ACE's Travel Assistance Portal is managed by a dedicated team of analysts who permanently enrich and update the Portal using the most reliable sources. There is an international team of network specialists and in-house doctors who assess and validate a worldwide network of over 30,000 medical providers. There are also 24/7/365 alerts powered by our security consultant, one of the leaders in the security market for intelligence and risk analysis.

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 follow up communication.

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 and phone numbers.

What are location reports?

Location reports allow users to create location-specific intelligence reports for 180 countries and 275 cities in 10 threat domains. Customized reports can be created by the users that include safety and security advice and travel tips for 150 topics. Health and immunization reports are also available to keep users abreast of up-to-date recommendations before or during travel.