

FYI

10th Annual Gaylord Gauntlet 5k Most Successful

This year was our most successful Gauntlet to-date! We had 1,000 participants including 28 adaptive athletes with varying ability levels following SCI, limb loss, visual impairment or stroke. The event raised over \$90,000 for the Gaylord Sports Association, who would like to thank all of the staff and volunteers who played a role in making this event possible.

The Gauntlet has garnered significant media attention in recent weeks. Here's a look at some highlights from the fantastic coverage (some links have subscription paywalls):

- [WFSB](#) pre-event feature story featuring Paula Savino, Kate Donohue, Katie Joly, Cameron Senna, Laurie Bizzario and Diane Vitagliano
- [WTNH](#) live pre-event segment on CT Morning Buzz
- 16 live spots from the Gauntlet on WFSB and NBC30.
- Evening-of-event feature stories on [WFSB](#), [NBC30](#), and [Fox61](#)
- [Hartford Courant](#) feature on Cameron Senna
- [Republican American](#) feature on Megan Ricci
- Pre-event WPLR interview with Anthony Picchione, four day-of event interviews on WPLR.
- Nearly 500 PSA radio spots across WPLR and other stations ...
- And more to come!



Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, July 5.

Email: publicrelations@gaylord.org

Our mission is to enhance health, maximize function and transform lives.

Escape Room Team Awarded The Gaylord Cup



Congratulations to the Escape Room Team on being awarded The Gaylord Cup. The Escape Room, held during Hospital Week in May on the ground floor of Jackson, started as an idea to get people to the Institute for Advanced Rehabilitation (IAR), and blossomed through this group's brainstorming into a creative, challenging, competitive hospital-wide event. This interdisciplinary team weaved elements of the IAR into the Escape Room challenge, enticing 12 interdisciplinary groups to compete. Thank you for your creativity, time, and effort, which fosters Gaylord's innovative culture.





Gaylord celebrated PCT Appreciation with awards, unit superlatives and treats. Thank you PCTs for keeping us afloat!



Chief Nursing Officer, Lisa Kalafus said, "I want to thank all of our PCTs for the work you do—your dedication to our patients and your teams does not go unnoticed. You are all such a vital asset to the nursing team, we could not function without you!"



Above and Beyond Award
Susana Nunes, PCT



Role Model/Preceptor Award
Angela Savulis, PCT



Compassion Award
Shauna Crawford, PCT



Teamwork Award
Ryan Rustek, PCT

Be a Superhero: Document!

Documentation is critical to providing appropriate, high-quality healthcare to our patients. It gives a picture of the patient's condition and response to treatments and can influence providers' subsequent decisions. It is a legal record that reflects the quality of care provided. Documentation demonstrates compliance with federal, state, third-party payers, and other regulations from CMS, DPH, insurance companies, the Joint Commission, and CARE.

"It's the right thing to do for our patients to ensure quality care," says Dr. Mike Ivy, chief medical officer, who will be the face of a new campaign promoting documentation. "It's not enough to document. You must be timely, accurate, and consistent to deliver the best care. Those three elements are the superstars of documentation," says Ivy.

Director of Quality and Safety Susan Stango adds that in the regulatory world, "if it's not documented, it didn't happen". She emphasized that inadequate documentation may impede the quality of care to patients, hinder our legal defense in the event of malpractice, and lead to insurance denials. Every clinician should be documenting in a timely manner. To reinforce the power and impact of consistent documentation, "Doc" Ivy will appear in a series of SnapComms to remind staff that they can shield themselves and Gaylord from any adverse consequences of not documenting. Anyone can be a superhero if they remember the three documentation tools for success: Be timely, accurate, and consistent.

Make sure your
documentation
is



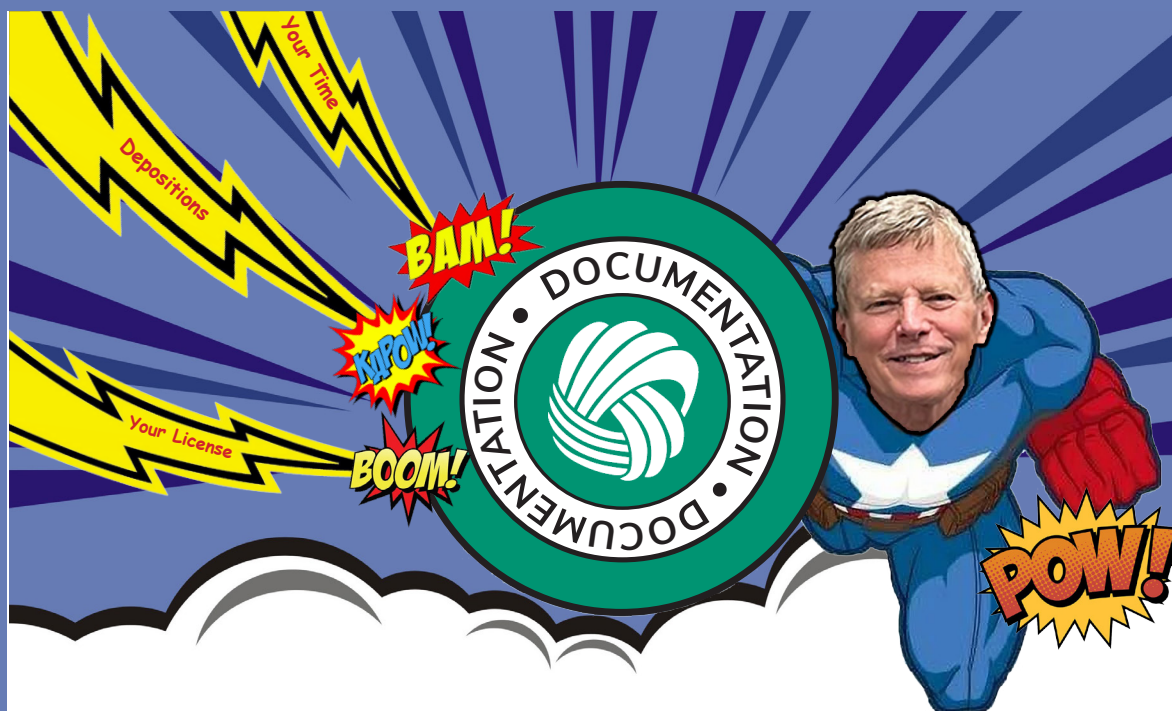
TIMELY



ACCURATE



CONSISTENT



Protect Yourself and Gaylord
with Strong Documentation!

- Doc Ivy

Institute for Advanced Rehabilitation Renovation Project Wins Top Building Award



The Connecticut Building Congress – a forum of local building professionals - annually recognizes outstanding building projects that exemplify project team excellence and collaboration.

The Institute for Advanced Rehabilitation renovation project was awarded first place in the small healthcare category of the Annual Project Team Awards. The award recognized the collaboration between Gaylord staff, Wohlsen Construction, Pomarico Design, CAMA, Loring Engineering, and other partners which “produced

unmatched efficiency in planning, procuring, and installing customized features” and was successfully completed within Gaylord’s budget and schedule.

Going the Extra Mile for a Fellow Fan



Daniel Laviero of Bristol was shocked to learn that the back pain he attributed to a pinched nerve was actually caused by a spinal tumor. After surgery, Dan came to Gaylord where "for more than 100 days, everyone from the medical staff to the cafeteria workers sustained me."

An avid UConn Men's Basketball fan, Dan bonded with social worker Blake Gagliardi over their mutual love for Huskies hoops. To honor Dan's perseverance, Blake wrote to UConn in hopes of receiving a signed photo for their #1 fan and the wish was granted.



celebrate
LEGACY WEEK
JULY 8-12

Service Award Events, Employee of the Year
Ceremony and Volunteer Luncheon

2024

EMPLOYEE of the YEAR



Who will it be?
Join us:

Thursday, July 11
12pm, Brooker South Lawn

A SWEET TREAT TO WELCOME SUMMER



Staff were treated to Ice Cream Emergency as a thank you for their hardwork and dedication each and every day. Special thank you to the Human Resources department for sponsoring this event.





4TH OF JULY

CONCERT

ON THE GREEN IN MADISON

THURSDAY, JULY 4TH 2024 (Rain date is July 6TH)

AN ALCOHOL-FREE EVENT
madisonculturalarts.org

QR CODE

Great American Melodies

OPENING ACT: MADISON LYRIC STAGE AT 6PM

Wallingford Symphony Orchestra Conducted by Philip Ventre at 7PM
50th Anniversary Season

WITH SPECIAL THANKS TO:

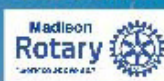
MAESTRO SPONSOR



PREMIER SPONSORS



GOLD SPONSOR



SILVER SPONSOR



TOWN OF MADISON /
MADISON BEACH &
RECREATION DEPT.

FIRST
CONGREGATIONAL
CHURCH
OF MADISON

12 Spots Available

Gaylord is a sponsor of this event and receives a VIP section. There are 12 spots available to staff for free. Email publicrelations@gaylord.org for a spot, first come, first serve.

Connecticut Hospital Association Honors Jillian Cacopardo as a “Healthcare Hero”



Clinical Program Coordinator of Gaylord Wheelchair Services **Jillian Cacopardo, MPT, ATP/SMS**, was recently honored with Connecticut Hospital Association’s 2024 Healthcare Hero Award, which recognizes the invaluable contributions of exceptional healthcare workers to their field and to the community at large. A Gaylord employee since 2003 and a 2022 Gaylord Employee of the Year, Jillian is considered one of the most highly respected and recognized seating specialists in the nation.

“Jillian is hyper-focused on getting every patient exactly what is needed and does not settle for anything less. She fights for her patients without exception to make sure that the appropriate equipment they need for a better and healthier quality of life is approved by insurance,” said supervisor Jacob Hunter. “She is one of the hardest workers I know ... and one of the most compassionate advocates for the wheelchair community. She is truly an asset and personifies the reputation that Gaylord is so well known for.”

Jillian works closely with wheelchair users to ensure that they receive appropriate equipment customized to their needs to improve mobility within their home and community, provide proper positioning to ensure their safety, comfort, and skin preservation, and ultimately empower their independence and quality of life. She spends countless hours – often on her own time – documenting and advocating for patients’ needs with their insurance and testifies in support of legislative efforts, including a bill to better serve Medicaid recipients with complex medical needs who require complex rehabilitation technology. She also readily shares her extensive knowledge with other seating professionals by contributing numerous articles to national publications.

“Working for Gaylord for the past 21 years has afforded me opportunities to gain the knowledge needed, have access to high-end technology, and forge relationships with providers within Connecticut and across the country that I never thought possible,” explained Jillian.

“These opportunities are what allow me to do right by my patients. I am their voice, and I need to make sure they have what they need to get around their home and community.”



**Be Innovative.
Think Possible.**



**Share your
innovative
ideas with us.**

Scan the QR code or
email innovation@gaylord.org

Need to get a hold of someone in kitchen?

- Hooker 1 and Lyman 2: X6318
- Lyman 1: X6320
- Milne: X6321
- Hooker 2: X6319



Food service supervisor should only
be called in case of an emergency:
X6322

CNA Academy Marks Two Year Anniversary



June 13 marked two years since the CNA Academy welcomed its first cohort. Since then, 79 students have attended the Academy creating a steady pipeline of PCTs for Gaylord. Kristen Berg has done an incredible job leading this program. She truly pours her heart and soul into ensuring each and every student has the best learning experience and outcome possible. Beverly Teixeira has made a great impact on all of the CNA Academy students and sets a great example for them as PCTs and Lacey McCauley does an amazing job supporting the program administratively and keeping everyone organized!

Thank you to all of you who continue to support the program! We couldn't do it without you!

Wellness Fair Returns After Hiatus



Raffle Winners:

Crockpot

Ryan Wanat, Respiratory Therapy

Instant Pot

Maggie Bernardes, Respiratory Therapy

\$50 Trader Joe's Gift Card

Mariah Soto, Nursing Services

\$50 Panera Gift Card

Mario D'Amore, Nursing Services

\$50 Dick's Sporting Goods Gift Card

Blake Gagliardi, Psychology

Gaylord Department of Nursing

CAP CLINICAL ADVANCEMENT PROGRAM

The Clinical Advancement Program (CAP) will be replacing our current RN, LPN, and PCT clinical ladders.



Info Sessions

Tuesday, July 2

8am or 2pm

Clinical Education Classroom or
Zoom

Register on UKG Pro Learning
Calendar or scan the QR code



Same Product, New Color

Just an FYI, Medline has changed the color of the containers of the Micro Kill wipes. We should start seeing them on the units possibly by the end of this week.



Jeans for Charity: Friday, July 5



The featured organization is:

**Penny Dunker
Scholarship**

[Click here to learn more.](#)

Employees need a Jeans for Charity sticker or button to indicate their participation.

Stickers can be purchased for \$2 in the cafeteria, Jackson Java, Human Resources, Jackson 2 outpatient, North Haven, Cheshire, Cromwell and Madison.

Happy Retirement

JOIN US FOR A
FAREWELL "OPEN HOUSE" RECEPTION

Come wish Anne good luck in retirement after
38 years of service at Gaylord



HONORING

ANNE WALCZAK

FRIDAY, JUNE 28

BROOKER LOBBY, 12-2 PM.

June	July	August	September	October	
Anne Walczak Retirement Party June 28	Wallingford Animal Shelter Collection Drive July 1-12	Jeans for Charity August 2, 16, 30	National Spinal Cord Injury Awareness Month	National Physical Therapy Month	Jeans for Charity October 4, 18
	Jeans for Charity July 5, 19		National Rehabilitation Awareness Week	National Case Management Week	
	Legacy Week July 8-12		Complex Rehab Technology Awareness Week	National Respiratory Care Week	
	Employee of the Year July 11		Jeans for Charity Sept. 6, 20	National Pharmacy Week	
			Corks & Forks Sept. 19	Infection Prevention Week	
				National Patient Account Management Week	
				Healthcare Quality Week	

Nursing Resident Program Celebrates Graduating Class



The first class of the Nursing Residency Program began their journey in July 2023 and their graduation was celebrated June 26, 2024. The residents along with nurse managers, nursing education team, and members of the human resources team, watched as they were presented with a certificate and pinned by their manager. Nurse Residency Program Coordinator Breanna Medina proudly recounted how the graduates have honed their clinical skills, learned new approaches to address challenges with resilience, demonstrated empathy to their patients and families, and displayed leadership among peers. “Your dedication, hard work, and commitment to the nursing profession is an honor to witness.”

Breanna thanked the nursing department and all involved in making the residency program successful. Mia Pulisciano was presented with a plaque as she was named the Resident of the Year. Congratulations to the entire Class of 2024.

Pictured here, not in this order, are Gaylord’s first class of graduates from the NRP: Alexa Apotria, M2, Sarah Daniels, M1, Ana Demo, M2, Andrea Killian, L1, Mia Pulisciano, LI, James Nassar, H1, Shanaley Roman, H2, Rousana White, M2, and Alyson Yakowicz, M1



Did your co-worker go above and beyond?

Scan the QR code and fill out the form to recognize them.



November	December	January 2025	February	March
Jeans for Charity November 1, 15, 29	Jeans for Charity December 6, 20	Happy New Year	National Heart Month	National Nutrition Month Brain Injury Awareness Month



Gaylord staff were invited to a pop-up teaching kitchen out on the Milne patio on June 12 where they learned how to make Thai lime steak salad, led by Executive Chef Gabe Pacheco! They learned knife skills as well as cooking and nutrition tips! Be sure to look out for sign-ups for the next Teaching Kitchen in early Fall. Check out the recipe on page 12.

Congratulations!



Congratulations to **Elle Maron**, Patient Experience & Volunteer Liaison, on earning her certifications in both Patient Advocacy and Patient Experience from the Beryl Institute. Way to go!



Near Misses:

Heroic Efforts From Our Safety-Minded Staff

A near miss is an event that might have resulted in harm but the problem did not reach the patient because of timely intervention by our amazing staff.

The Safety Coaches have selected the Near Miss submitted in April recognizing Claudia Torres, from Food and Nutrition. after the patient declined chicken Marsala due to a severe “mushroom” allergy. Claudia noted the allergy was not listed in MyDining and “no known allergies” listed on pre-admit. The LP confirmed allergy with the patient and medical record was updated. The allergy was then added to MyDining. Claudia **Practiced a Questioning Attitude**, used her CHAMP tool to **ARCC it up**, and seek clarification, preventing any future reactions.



The Quality and Safety Department would like to thank the following staff for submitting Near Misses in April!

- Djevaire Zulali
- Tina Marchand
- Todd Belcourt
- Yazmin Ortiz

Thank you for Speaking up for Safety!



Thai-Lime Steak Salad



4 portions

INGREDIENTS

4 Each Beef steaks (7-8oz)
Canola/Vegetable oil to taste
Kosher salt/pepper to taste

DRESSING

- 8 TBSP Sugar
- 1 Cup water
- 4 Each Garlic clove, minced
- 6 oz Fish sauce
- 6 oz Lime juice
- 4 Tbsp sriracha Sauce

SALAD

- 4 Cucumbers (deseeded, partially peeled, halved, sliced thin)
- 1 large Red onion
- 4 cup fresh bean sprouts
- 1 cup mint, chiffonade
- 1 cup basil, chiffonade
- 8 Tbsp peanuts, roasted, chopped
- 1 Lime, cut into wedges

NOTES

The steaks can be prepared the day before as they need to rest & cool prior to slicing. Steaks should be med-rare to medium

DIRECTIONS

1. On a stove, heat water & add the sugar, stir to dissolve
2. Transfer that to a mixing bowl & add minced garlic, fish sauce, lime juice & sriracha. Whisk until combined
3. Process the vegetables & combine them in a separate bowl
4. If completed day of rub the steaks down with oil & season with salt & pepper. Sear all sides on grill (2 minutes per side) & set aside to cool to room temp then place in the refrigerator for half an hour.
5. Once cooled, shave or slice the steak as thin as possible with a long sharp knife.
6. Combine steak, vegetables & dressing in a bowl. Toss until combined
7. Garnish with toasted peanuts & lime wedge

ENJOY !

COLLECTION DRIVE for the

Wallingford Animal Shelter

July 1-12

Items needed:

- Cat litter
- Laundry detergent & bleach
- Purina One Cat Food
- Purina One Kitten Food (wet and dry)
- Simple Green Degreaser
- “Kongs” for dogs
- Greenies Cat Treats
- Dawn Dish Soap
- Small dog beds

Collection bins located in Brooker Lobby, Cafeteria, Jackson Lobby, Cheshire and North Haven.

Count Chonkula

Violet

Artie

Anita



**Mandy's friends
need your help!**



If interested in adoption,
please reach out to the
Wallingford Animal Shelter
at (203) 294-2180





Refer A Friend
Employee Referral Bonus Program



Helping fill jobs is **ALL** our job.
Get paid to help.

***REFERRAL BONUS**

POSITION

\$2,000

RN

\$2,000

Respiratory Therapist

\$2,000

PT

\$1,500

LPN

\$1,000

PCT

\$1,000

Intake Rep

\$500

EVS or F&N

***For program details and payout schedules, contact HR.**





Fiducius Student Loan Financial Planning Benefit

Gaylord Specialty Healthcare has covered the administrative cost of the Fiducius platform to encourage employees to start taking control of their student loans with the guidance and assistance offered by Fiducius.



Begin today by completing the short online assessment.



<https://gaylord.myfiducius.com/login>

Travel assistance services

No matter where you are, help is with you



Anthem[®]Life

Bringing you help — and peace of mind

Illness and injury can happen anywhere — even when you travel. That's why your group life plan from Anthem Life Insurance Company includes Generali Global Assistance Inc. (GGA) travel assistance services.

Travel assistance ensures that you and your dependents receive the care you need 24/7 — no matter where you are in the world.¹ These services are available if you're more than 100 miles from home for 90 days or less, but they must be arranged in advance by GGA.

GGA also has useful tips before you travel, such as vaccine and passport requirements, foreign exchange rates, and travel advisories.

Emergency medical assistance while traveling

If you have a medical emergency while traveling, call the local emergency authorities right away. Then, as soon as possible, call GGA at the number on your travel assistance wallet card, included on the back of this sheet. GGA will help make sure you receive the right medical care, as well as support for your personal and travel needs. **All services, including medical evacuation transport, must be arranged in advance by GGA.**

Medical expertise and coordination

- **Medical referrals:** GGA will help you find doctors, dentists, and medical facilities.
- **Medical monitoring:** Professional case managers, including doctors and nurses, will help ensure you receive the right care or decide if you need to be moved to a different healthcare facility.
- **Medical evacuation:** If a doctor chosen by GGA decides you should be taken to a different healthcare facility or return home for treatment, GGA will arrange that. They will also pay for it, up to the program limit of \$1 million for each medical incident (all services combined).
- **Replacing medicine and eyeglasses:** GGA will arrange to replace prescription glasses or refill prescription medicine that has been lost or stolen, in accordance with local laws. You will be responsible for these costs.
- **Health benefit coordination:** If you have international medical coverage, GGA will also, when possible, work with your health plan to find payment solutions.

Support for family and friends

- **Help with dependent children:** If you travel with a dependent under age 26 and they are left alone because you are in the hospital, GGA will set up and pay for their most direct route home on economy class airfare.² GGA will also arrange and pay for a qualified escort to go with them, if needed.
- **Traveling companion return home:** If you have a travel companion who needs to return home, GGA will arrange and pay for their most direct route home on economy class airfare.²
- **Visit by family member or friend:** If you are traveling alone and will be in the hospital seven days in a row, GGA will arrange and pay for round-trip economy class airfare for a family member or friend to visit you.² They will also receive \$150 each day for up to five days for meals and lodging.
- **Emergency messages:** GGA can relay messages to and from family, friends, and co-workers.
- **Bringing remains home:** If you, a spouse, or dependent pass away while traveling together, GGA will arrange and pay for all transportation to send the remains back to your primary residence, up to \$10,000. GGA will also pay for all necessary documentation for services they arrange. Cremation can be payable if approved by GGA and requested in place of repatriation.

Legal and financial help

- **Payment guarantees:** Some doctors and facilities could ask you to pay for certain medical services at the point of service even if your medical plan covers you out of the country. However, many facilities abroad will not accept a credit card. In most cases, GGA can guarantee payment for these services if you complete a credit card authorization form as a guarantee to repay them. This helps ensure you don't have to pay cash for out-of-pocket expenses.
- **Emergency cash advances:** GGA will advance up to \$5,000 in an emergency. You'll need to provide a guarantee to repay them and pay any transfer or delivery fees.³
- **Legal counseling and bail:** GGA will find an attorney and arrange bail bond payment, if the law permits. You will need to pay or provide a guarantee of payment for the attorney and bail bond fees.

Remember that all services must be arranged in advance by GGA to be covered by your plan. If you pay for covered services without a written approval by GGA, they will not be able to reimburse you.

Travel services

- **Emergency travel arrangements:** GGA can make new travel arrangements or change airline, hotel, and car rental reservations if there is an emergency. You will need to provide a payment or credit card guarantee for tickets, hotel rooms, and car rentals.
- **Returning your pet home in an emergency:** If your pet is traveling with you and is left alone because you are in the hospital or pass away, GGA will arrange and pay for its return home. This benefit is limited to \$1,000 and includes food, kennel fees until your pet is transported, and a pet carrier.
- **Guiding you through what to do if your wallet, purse, or luggage is lost or stolen:** GGA may also contact airlines and government authorities to help.
- **Interpretation or translation:** GGA will help by phone in all major languages or refer you to a service that interprets and translates written documents.
- **Returning your personal vehicle in an emergency.** If you cannot drive your non-job-related vehicle because of a medical emergency or death, GGA will arrange and pay for its return to your home or rental agency. The coverage includes:
 - Transportation fees for the driver to retrieve to the vehicle.
 - Transportation fees for the driver to go back home after the vehicle has been returned.
 - Fuel, tolls, and parking fees from the pick-up point to the final destination.
 - Driving fees for a commercially licensed driving agency, up to \$2,500.

If you have a medical emergency while traveling:



Go immediately to the nearest doctor or hospital or call the local emergency authorities.



Call GGA as soon as possible.

From the U.S. and Canada: **1-866-295-4890**.

From all other countries: **+1-202-296-7482** (call collect).

Frequently asked questions

Q: In a life-threatening situation, should I call local authorities or GGA?

A: If you have a life-threatening emergency, first call the local emergency authorities for help right away. Then, as soon as possible, contact GGA. GGA representatives will ask for a few initial details including your location and your attending doctor's contact information. Next, they will obtain medical information about your condition to determine if you are receiving high-quality care that's right for your situation and decide on the next steps with you. This includes considering the need for medical evacuation. GGA must make or approve all transport-related services for them to be eligible for coverage.

Q: Does the program provide emergency medical coverage?

A: Emergency medical coverage is not part of the program. GGA can guarantee medical expenses internationally on your behalf, but you must provide a credit card guarantee up front. Also, you are responsible for paying fees for services, but not for any arrangements that GGA makes or for GGA's case management fees.

Q: I have medical coverage. Why do I need travel assistance?

A: Medical coverage only takes care of medical expenses. If you're hospitalized, one of the most essential considerations is whether the care you are receiving is best for your condition. GGA has the resources to:

- Help you find the right place for medical care, make an appointment, and arrange for someone to take you there.
- Monitor your condition and medical progress, and assess if you need to be transported to a different medical facility.
- Advance or guarantee emergency medical expenses with your repayment guarantee.³ Many facilities out of the country will not accept a credit card for payment, and you may not have the necessary cash — making this service a vital feature of the program.

Conditions and exclusions

Travel assistance services has four conditions and exclusions:

1. Medical transportation must be medically necessary. GGA will not evacuate you if a GGA doctor determines that adequate medical care is offered locally. All medical transportation **must** be arranged in advance by GGA.

2. Travel assistance services are offered only to eligible members. Retirees are not eligible for travel assistance services.

3. GGA will not give services or payment for an injury caused by:
 - Suicide, attempted suicide, or injuries you caused to yourself on purpose.
 - War, invasion, acts of foreign enemies, hostilities between nations (whether declared or not), or civil war.
 - Serving in a military maneuver or training exercise.
 - Piloting or learning to pilot, or acting as a member of the crew of any aircraft.
 - Mental or emotional problems, unless you are in the hospital.
 - Being under the influence of drugs or intoxicants, unless prescribed by a physician.
 - Committing or attempting a criminal act.
 - Joining in professional athletics.
 - Traveling to receive medical services or treatment.
 - Services not shown as covered.
4. GGA provides services all over the world. However, GGA may decide that services cannot be provided in certain countries or locales because of war, natural disaster, or political instability. GGA will try to help you within the area's limitations. GGA is not responsible for not giving, or for delaying, services if there are conditions beyond its control, such as:
 - Flight conditions.
 - Labor disturbance and strike.
 - Rebellion, riot, civil commotion, war, or uprising.
 - Nuclear accidents.
 - Natural disasters.
 - Local law or regulations.



Get help before you travel

GGA can help before you travel with:

- Information on visa requirements.
- Passports, inoculations, and immunization requirements.
- Cultural information.
- Weather conditions.
- Finding an embassy or consulate.
- Foreign exchange rates.
- Travel advisories (warnings).

✂ Cut out this wallet card and keep it with you when you travel.

Travel assistance

Provided by Generali Global Assistance Inc. for Anthem Life

For help, call the number below based on your location. All services must be arranged in advance by GGA to be covered.

U.S. and Canada: 1-866-295-4890
All other locations (call collect): +1-202-296-7482

OPS@GGA-usa.com

Valid only for eligible members.

Retirees are not eligible for travel assistance services.

Life and Disability products are underwritten by Anthem Life Insurance Company. In Georgia, Life and Disability products are underwritten by Greater Georgia Life Insurance Company using the trade name Anthem Life. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

1 Exclusions and limitations apply. You must call Generali Global Assistance Inc. first for services to be covered. You must guarantee funds up front. See travel assistance brochure for full terms and conditions. Generali Global Assistance Inc. must make or approve all transport-related services in order for them to be eligible. You must reimburse Generali Global Assistance Inc. for certain expenses. Generali Global Assistance Inc. is not affiliated with Anthem Life, and the services provided through the travel assistance program are provided by Generali Global Assistance Inc. and are not part of the insurance coverage provided by Anthem Life. In all cases, the medical professional, medical facility and/or attorney suggested by Generali Global Assistance Inc. or providing direct services to the eligible member are not employees or agents of Generali Global Assistance Inc. or Anthem Life, and the final selection of the medical professional or facility or legal counsel is your choice alone. Generali Global Assistance Inc. or Anthem Life assume no responsibility for any medical advice or legal counsel given by the medical professional and/or attorney, nor shall Generali Global Assistance Inc. be liable for the negligence or other wrongful acts or omission of any of the health and/or legal care professionals providing direct services. The covered member shall not have any recourse against Generali Global Assistance Inc. or Anthem Life by reason of its suggestion of or contract with a medical professional and/or attorney. Generali Global Assistance Inc. has limited operating ability in certain OFAC sanctioned countries thus services may be limited or unavailable in those countries.

2 Up to \$5,000

3 You must sign a credit card authorization form as guarantee of repayment.

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