



Point Comfort Portal

General User Guide for Travelers

www.pointcomfortportal.com

Point Comfort Portal User Guide for All Travelers

version 6.2.2026

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INTRODUCTION



Take Comfort When Life Takes You Far!

Thank you for your purchase of a Point Comfort Travel insurance plan.

Point Comfort Travel (PCT) offers convenient, dependable, and affordable medical health insurance to international travelers across the globe. Our clients have visited over 120 countries worldwide. We have your back while you travel far from home.

PCT is a division of Point Comfort Group, a healthcare management and administration company located in Indianapolis.

About this User Guide for the Point Comfort Portal:

This guide provides a comprehensive walkthrough of all the features on the Point Comfort resource portal. Learn how to manage your traveler account, access trip information, and fill out forms for pre-certifications and claimant questionnaires (filing a claim).

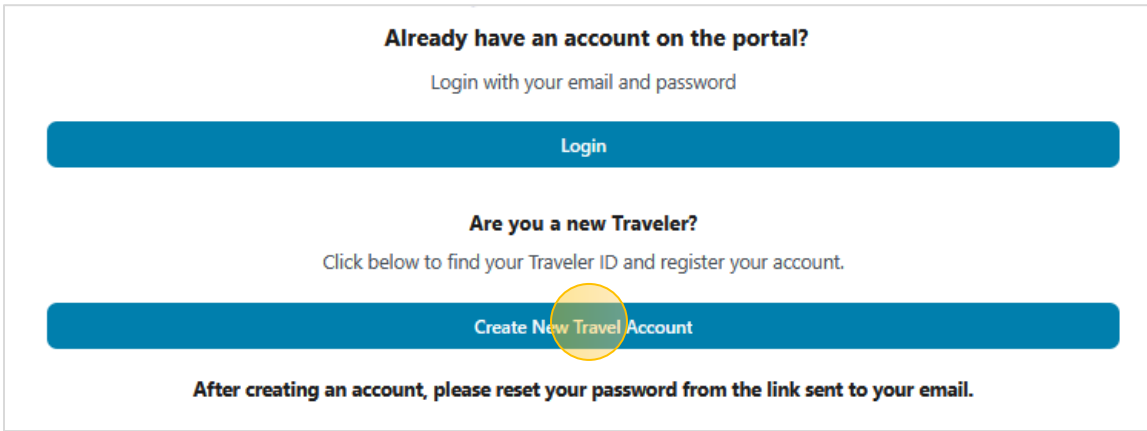
If you have any questions regarding the information in this user guide or need further assistance on our portal, please call Point Comfort Group at (844) 210-2010 or email service@pointcomfort.com.

CREATE YOUR ACCOUNT

If this is your first time on the portal, you will need to register with the “Create New Travel Account” button on the main login screen.

1. Go to the following link: pointcomfortportal.com

2. On the login screen, click the **“Create New Travel Account”** button.



Already have an account on the portal?

Login with your email and password

Login

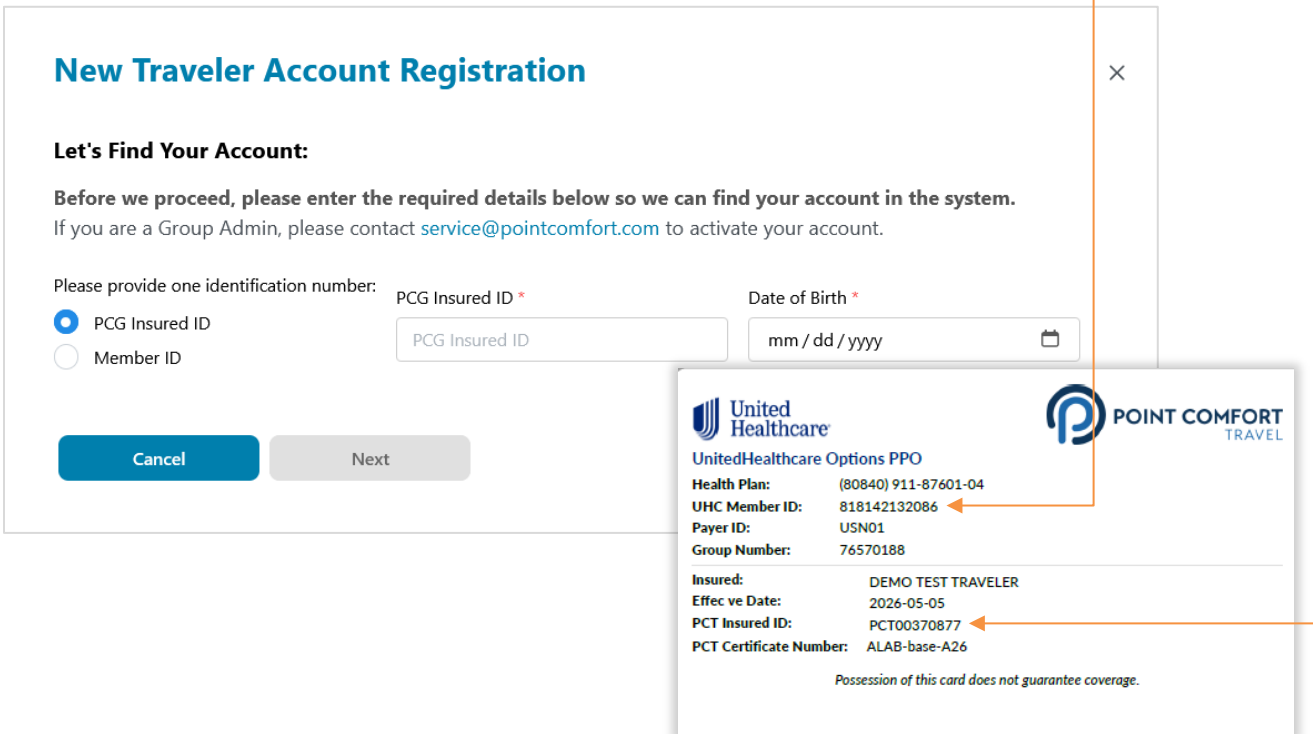
Are you a new Traveler?

Click below to find your Traveler ID and register your account.

Create New Travel Account

After creating an account, please reset your password from the link sent to your email.

3. In the “New Traveler Account Registration” pop-up, enter either your **“Member ID”** or **“PCG Insured ID,”** then enter your **Date of Birth**. Both ID numbers are typically found on your ID card.



New Traveler Account Registration

Let's Find Your Account:

Before we proceed, please enter the required details below so we can find your account in the system.
If you are a Group Admin, please contact service@pointcomfort.com to activate your account.

Please provide one identification number:

☒ PCG Insured ID ☐ Member ID

PCG Insured ID *

Date of Birth *

mm / dd / yyyy

Cancel Next

UnitedHealthcare

UnitedHealthcare Options PPO

Health Plan: (80840) 911-87601-04

UHC Member ID: 818142132086

Payer ID: USN01

Group Number: 76570188

Insured: DEMO TEST TRAVELER

Effective Date: 2026-05-05

PCT Insured ID: PCT00370877

PCT Certificate Number: ALAB-base-A26

Possession of this card does not guarantee coverage.

4. On the next screen, verify your account information. If everything looks correct, enter your email and click the **“Submit”** button.

New Traveler Account Registration

Verify Your Account:

Traveler ID: PCT00375036

Date of Birth: 05/07/1997

First Name: Demo Test

Last Name: Traveler

Gender: M

Is this you? If the traveler details match yours, enter your email address below and click “Submit”.

We will email you a link to reset your password and login.

Email *

myemail@gmail.com

If the details do NOT match or you need additional assistance, email service@pointcomfort.com.

NOTE: Once you hit Submit, we will send you a link to reset your password and login. Look for the email with the subject line **“Welcome to the Point Comfort Portal.”**

See next section titled **“First Time Logging In / Setting Password.”**

ALSO NOTE: If you get the **“No Account Found”** error, please double check your ID # and try entering it again. If you still get this error, please contact service@pointcomfort.com for assistance.

New Traveler Account Registration

Let's Find Your Account:

Before we proceed, please enter the required details below so we can find your account in the system. If you are a Group Admin, please contact service@pointcomfort.com to activate your account.

Please provide one identification number:

☒ PCG Insured ID

☐ Member ID

No Account Found.

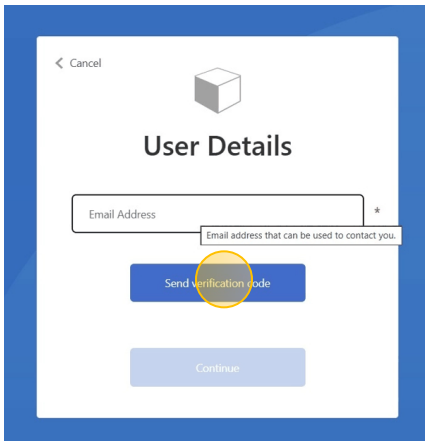
We are sorry, we could not find a traveler who matched the information above. Please double-check the ID and DOB entered. If you need additional assistance, email service@pointcomfort.com.

FIRST TIME LOGGING IN / SETTING PASSWORD

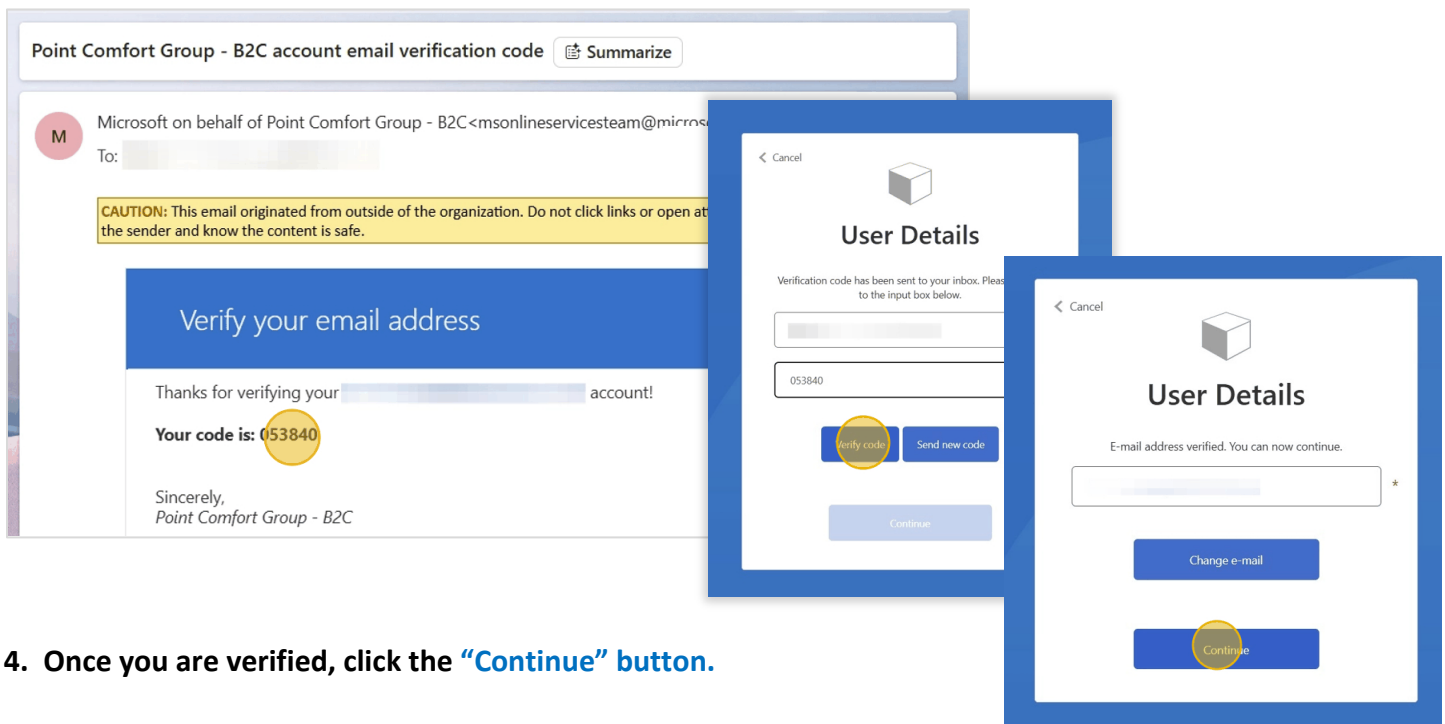
Once you successfully register your account (see the previous section), you should get an email with steps to follow for resetting your password and logging in to the portal.

1. Open the email titled “Welcome to the Point Comfort Portal,” and click “[Reset Password.](#)”

2. A “User Details” page will open. Enter your email address and click the “[Send verification code](#)” button.

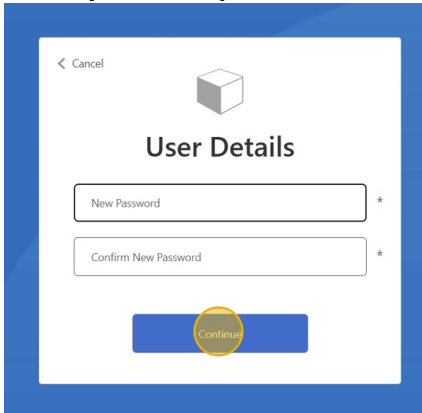


3. Open new email “Point Comfort Group - B2C account verification code.” Copy and paste the code, and click the “[Verify code](#)” button.



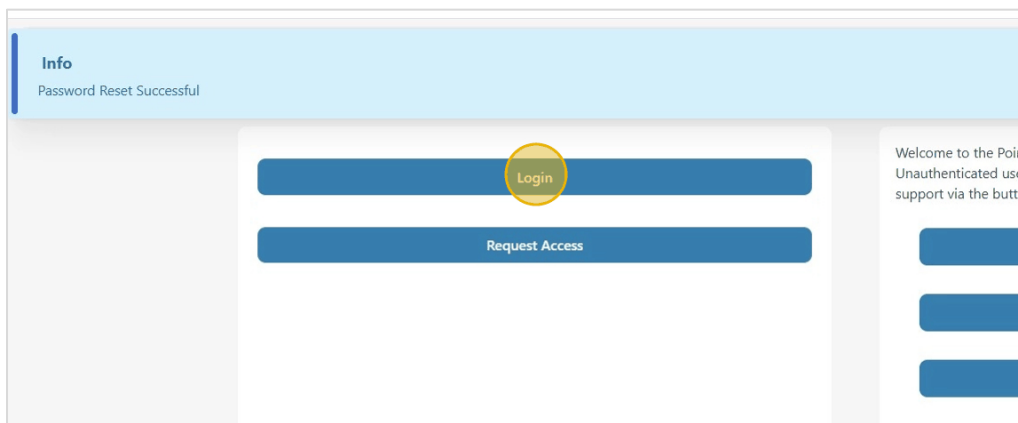
4. Once you are verified, click the “[Continue](#)” button.

5. Set your new password, confirm the new password, and click the **“Continue”** button.



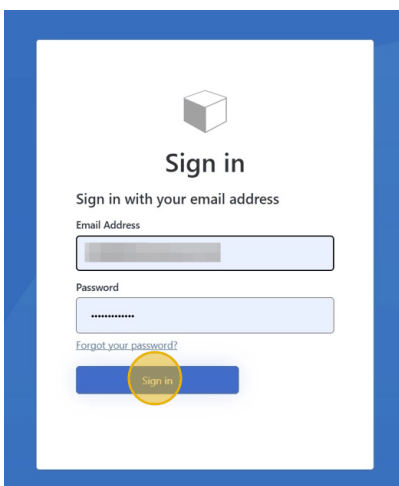
A screenshot of the 'User Details' form. It features a 'Cancel' link at the top left, a cube icon, and the title 'User Details'. Below the title are two input fields: 'New Password' and 'Confirm New Password', both marked with an asterisk. At the bottom is a blue button labeled 'Continue' with a yellow circle highlighting it.

6. After the PCG Resource Portal home page loads, click the **“Login”** button.



A screenshot of the PCG Resource Portal home page. It has a light blue header with 'Info' and 'Password Reset Successful'. The main content area has two large blue buttons: 'Login' (highlighted with a yellow circle) and 'Request Access'. On the right, there is a sidebar with a welcome message and three additional blue buttons.

7. Enter your email address and password, then click the **“Sign in”** button.

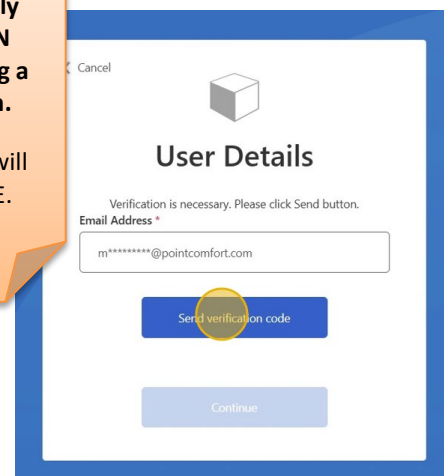


A screenshot of the 'Sign in' form. It features a cube icon, the title 'Sign in', and the subtitle 'Sign in with your email address'. Below are input fields for 'Email Address' and 'Password', with a 'Forgot your password?' link. At the bottom is a blue button labeled 'Sign in' with a yellow circle highlighting it.

***DON'T WORRY! You only have to verify TWICE ON YOUR FIRST TIME creating a password and logging in.**

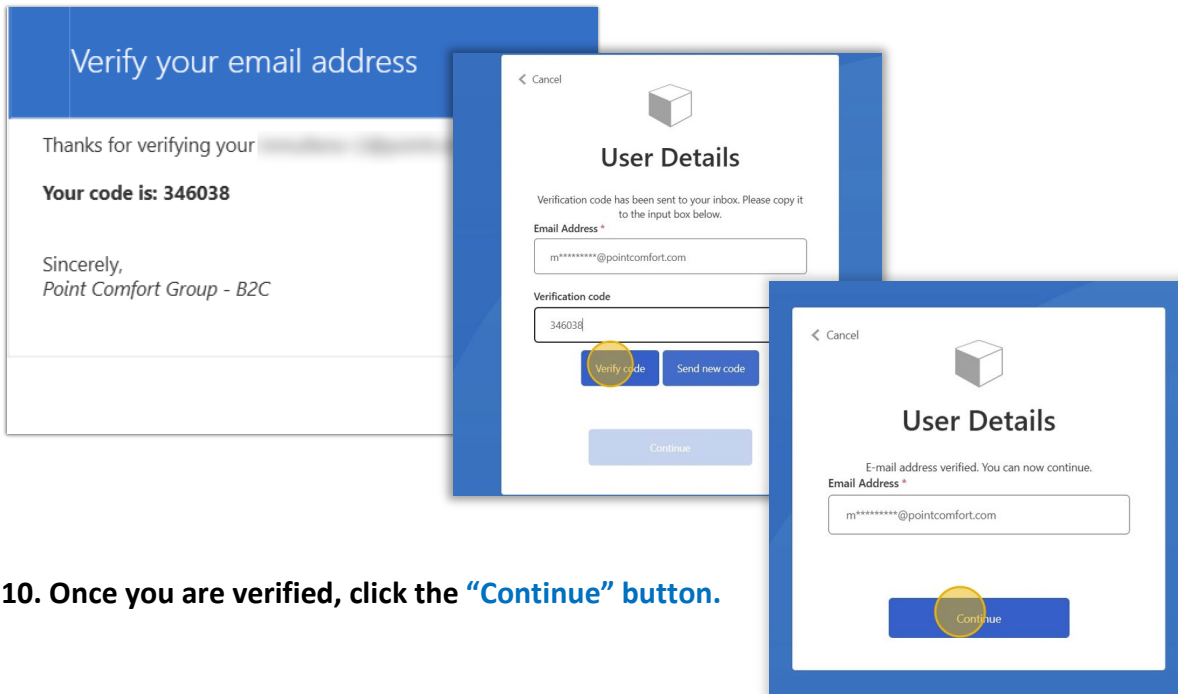
For all future logins, you will only have to verify ONCE.

8. On the next screen, click the **“Send verification code”** button.*



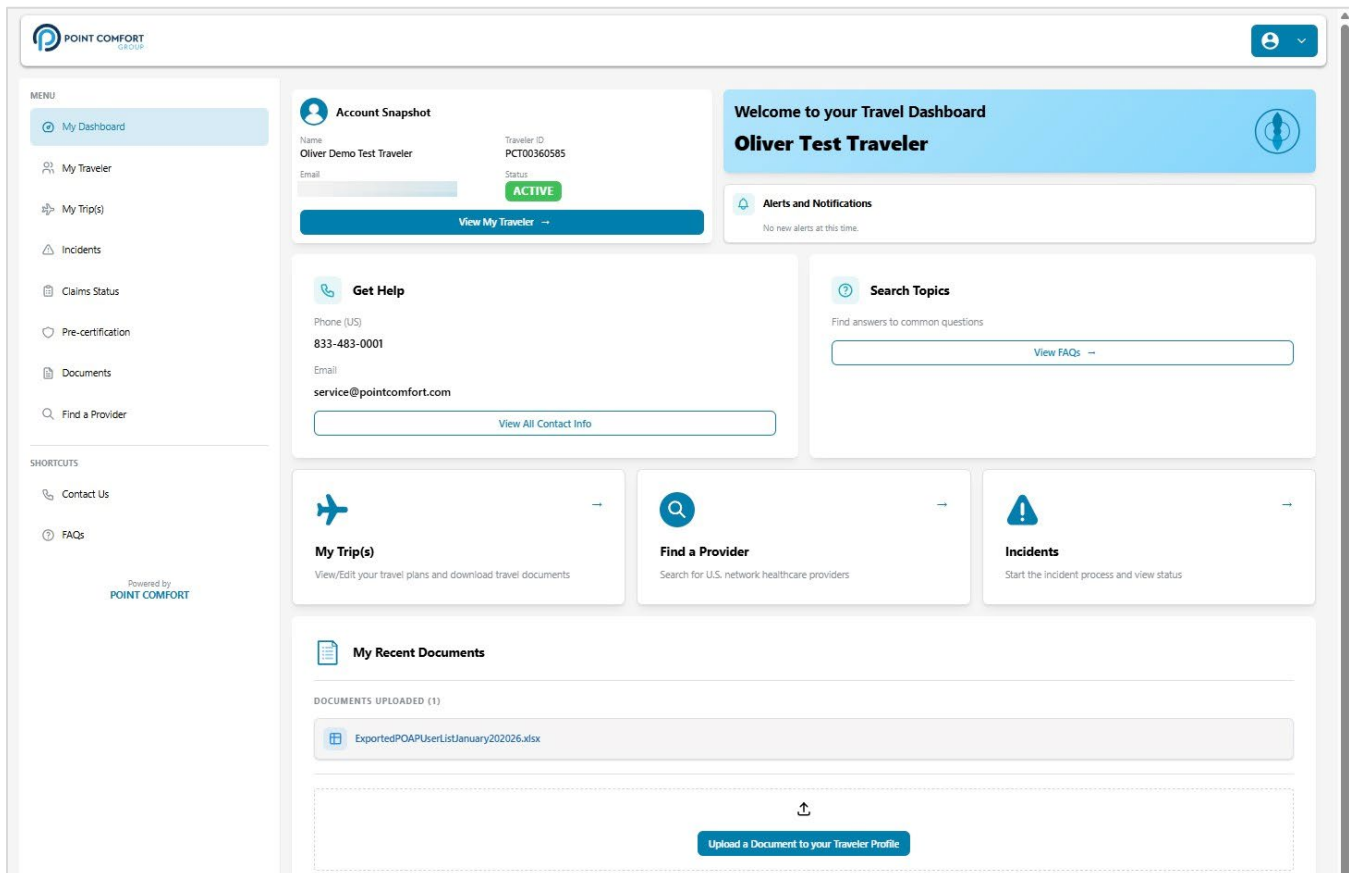
A screenshot of the 'User Details' form, similar to the one in step 5, but with a 'Send verification code' button highlighted with a yellow circle. The form also includes a 'Continue' button at the bottom.

9. Check your inbox again for the new verification code.
Copy and paste the code, and click the **“Verify code”** button.



10. Once you are verified, click the **“Continue” button.**

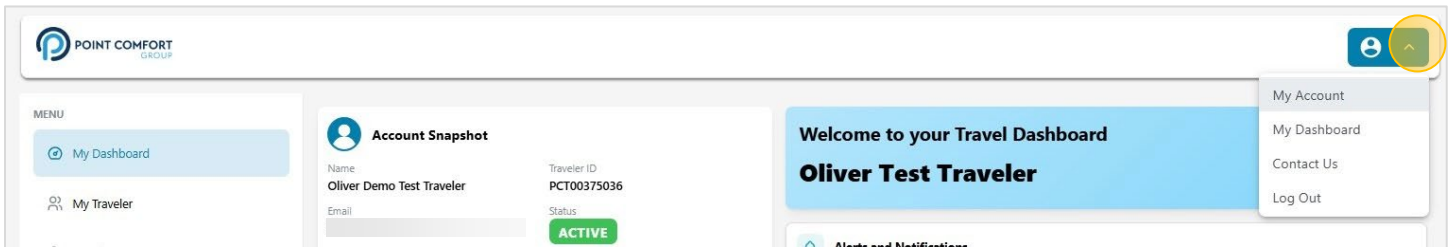
11. You are now logged in to the Point Comfort Resource Portal!



NAVIGATION

Navigation at the Top:

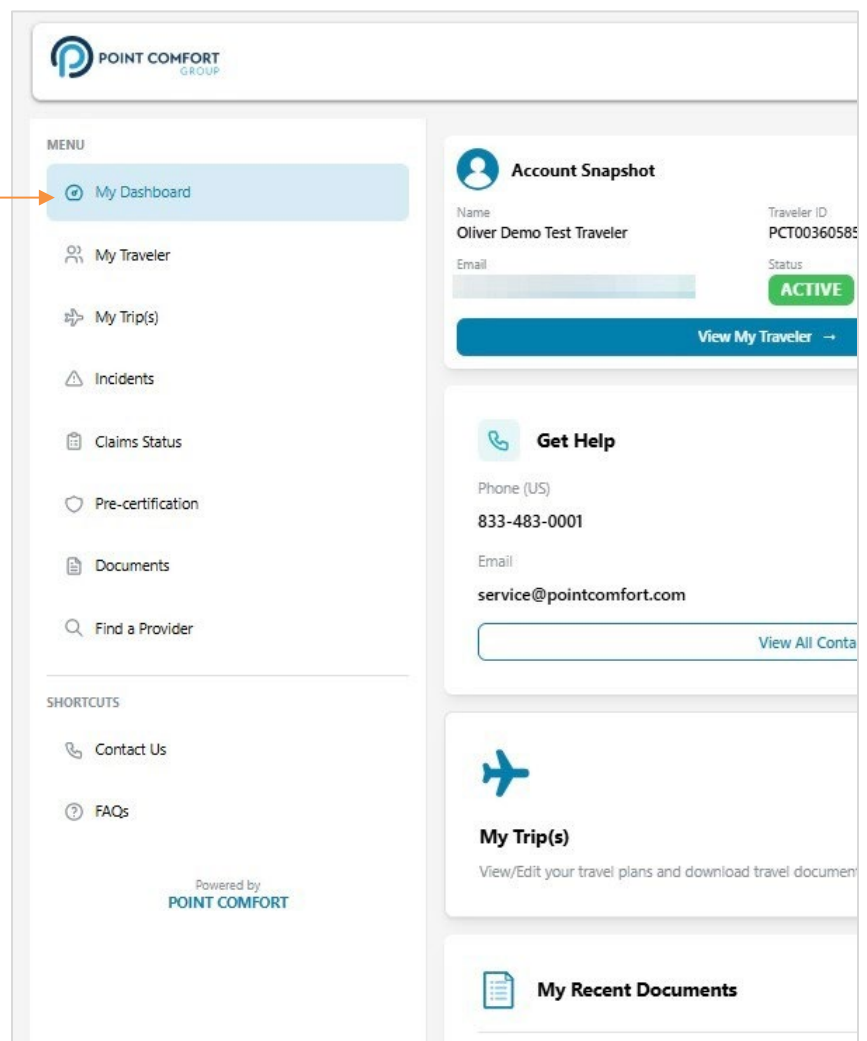
Click the **header dropdown** for quick access to “My Account,” “My Dashboard,” “Contact Us,” and “Log Out.”



Navigation Panel on the Left:

The menu on the left side of the screen is the primary interface for navigating to all the essential travel-related pages on our portal:

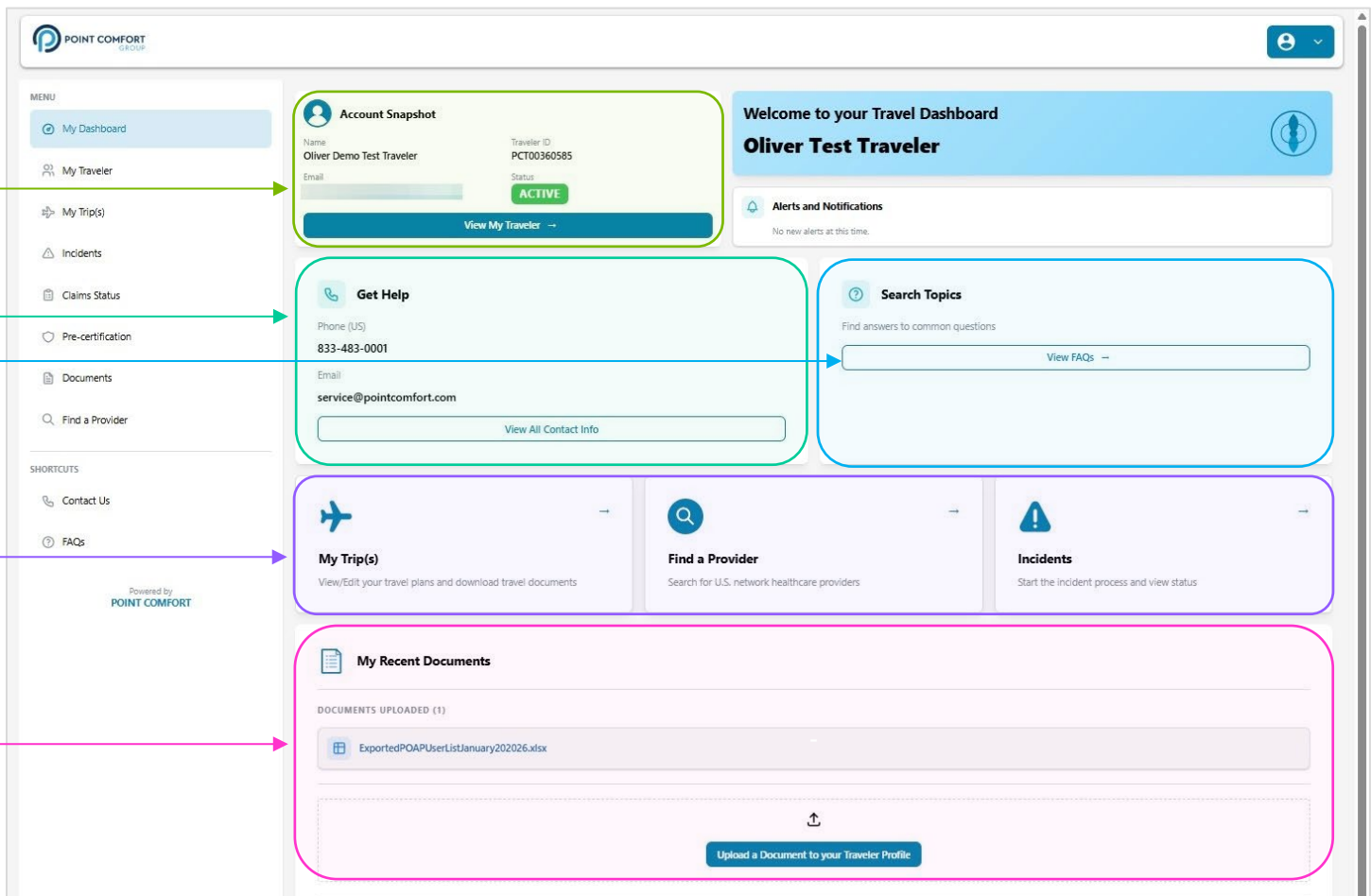
- **My Dashboard**
- **My Traveler**
- **My Trip(s)**
- **Incidents**
- **Claims Status**
- **Pre-certification**
- **Documents**
- **Find a Provider**
- **Contact Us**
- **FAQs**



DASHBOARD

“My Dashboard” serves as a hub for you to easily access key services on the portal. It offers quick links, notifications, and shortcuts to features, such as:

- **Account Snapshot** – View your name, Traveler ID, and email. Click “View My Traveler” for more details.
- **Get Help** – Find our phone and email. Click “Contact Us” for more Point Comfort contact information.
- **Search Topics** – Click “View FAQs” to find answers to frequently asked questions about our insurance.
- **Important Pages** – Quickly navigate to the most commonly used services on the travel portal:
 - My Trip(s), Find a Provider, and Incidents.
- **My Recent Documents** – View documents recently uploaded, and upload new documents if needed.



The screenshot displays the Point Comfort Travel Dashboard interface. On the left is a vertical menu with options: My Dashboard, My Traveler, My Trip(s), Incidents, Claims Status, Pre-certification, Documents, Find a Provider, and a Shortcuts section with Contact Us and FAQs. The main content area includes:

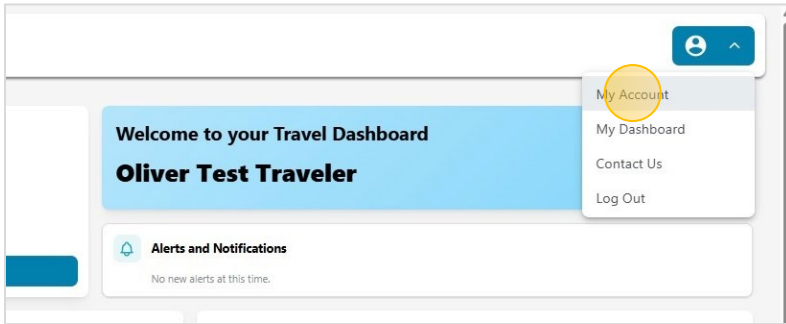
- Account Snapshot:** Displays user information (Name: Oliver Demo Test Traveler, Traveler ID: PCT00360585, Status: ACTIVE) and a 'View My Traveler' button. A green callout line connects this section to the 'Account Snapshot' bullet point in the list above.
- Welcome to your Travel Dashboard:** A blue banner with the user's name, Oliver Test Traveler.
- Alerts and Notifications:** A section indicating 'No new alerts at this time.'
- Get Help:** Provides contact information (Phone: 833-483-0001, Email: service@pointcomfort.com) and a 'View All Contact Info' button. A green callout line connects this section to the 'Get Help' bullet point.
- Search Topics:** A section for finding answers to common questions with a 'View FAQs' button. A blue callout line connects this section to the 'Search Topics' bullet point.
- Important Pages:** Three tiles for 'My Trip(s)', 'Find a Provider', and 'Incidents'. A purple callout line connects this entire section to the 'Important Pages' bullet point.
- My Recent Documents:** A section showing 'DOCUMENTS UPLOADED (1)' with a file named 'ExportedPOAPUserListJanuary202026.xlsx' and an 'Upload a Document to your Traveler Profile' button. A pink callout line connects this section to the 'My Recent Documents' bullet point.

MY ACCOUNT / RESETTNG PASSWORD

“My Account” provides a view of your *Point Comfort Portal* account information (name, email, etc.) and a chance to reset your portal password if you need to.

How to Navigate to and Use the “My Account” Page:

1. Click “My Account” in the header blue dropdown.

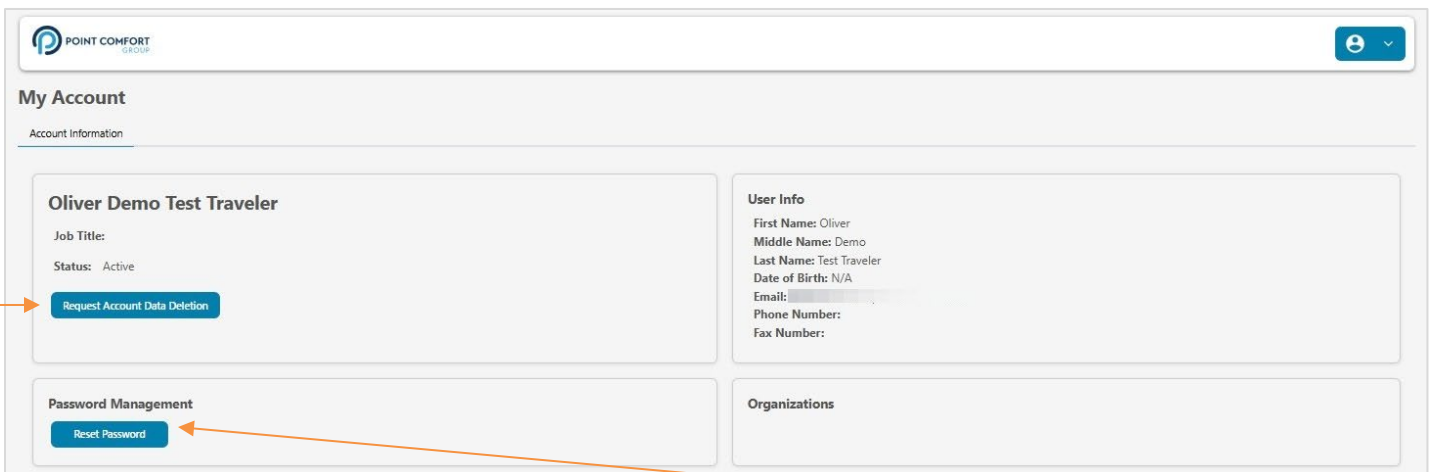


2. View Your Information: Under “My Account,” you can review your portal user info. This page is mostly read-only information except for step 3 and step 4.

NOTE: You cannot change your user email once it is established and tied to their account. Contact Point Comfort directly if you need to update portal account information.

3. Data Deletion: In the event you are no longer using this portal, you can click the “Request Account Data Deletion” button to have Point Comfort permanently remove all your information from our database.

NOTE: We do not recommend performing this action while you are actively traveling under one of our insurance plans.



4. Password Management: If you need to change your password, click the “Reset Password” button.

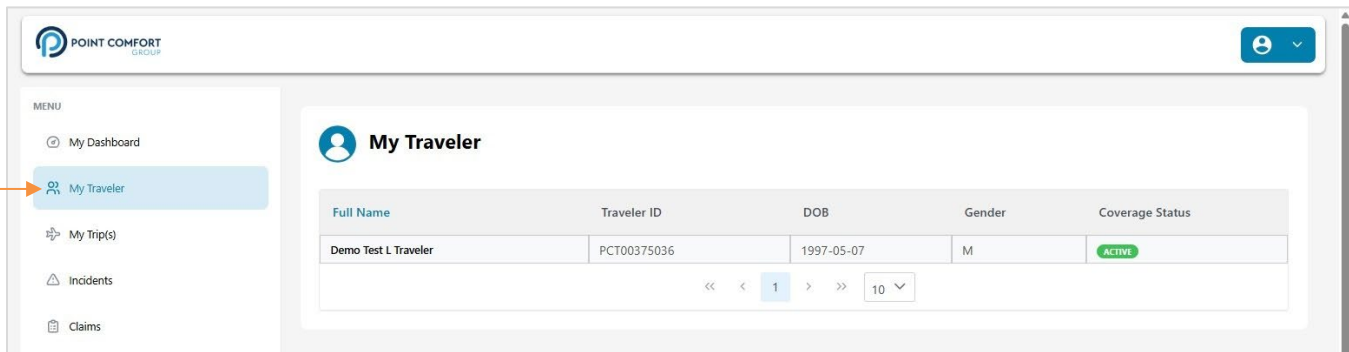
NOTE: Once you click “Reset Password,” you will be immediately logged out. We will automatically send you an email with a link to change your password. After clicking the link in the email, follow the steps provided to set a new password.

MY TRAVELER

Go to your “My Traveler” page for a profile of every traveler under your account. If you are the only one traveling, you will see your name and personal information in the table. If you have any dependents traveling with you, they will also be listed on this page.

How to Navigate to and Use the “My Traveler” Page:

1. Click “My Traveler” on the left navigation panel.



2. Click anywhere on the traveler in the table to open up their “Traveler Profile.” This is a read-only display of the personal details we have on file for this member (i.e., date of birth, address, country of residence, etc.).



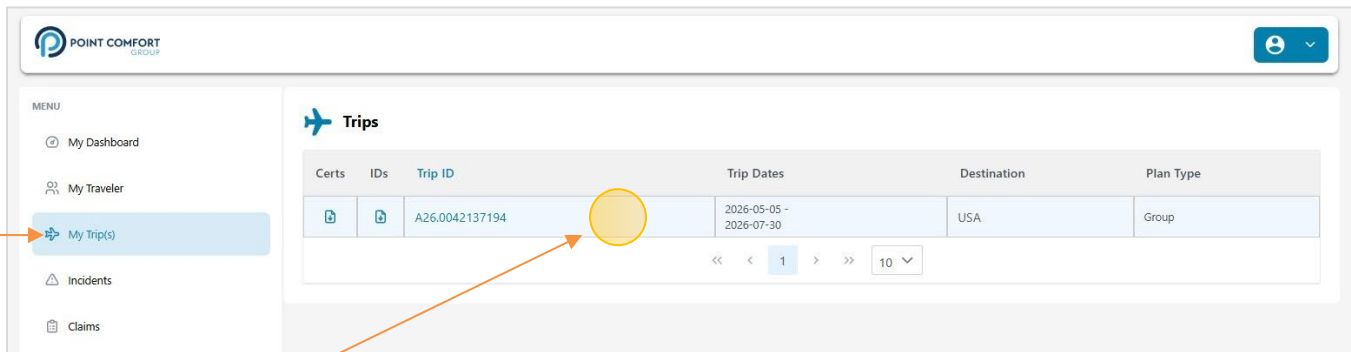
NOTE: Contact Point Comfort directly if you need to update profile information. Change in age or other information could result in a change of price for travel insurance.

MY TRIP(S)

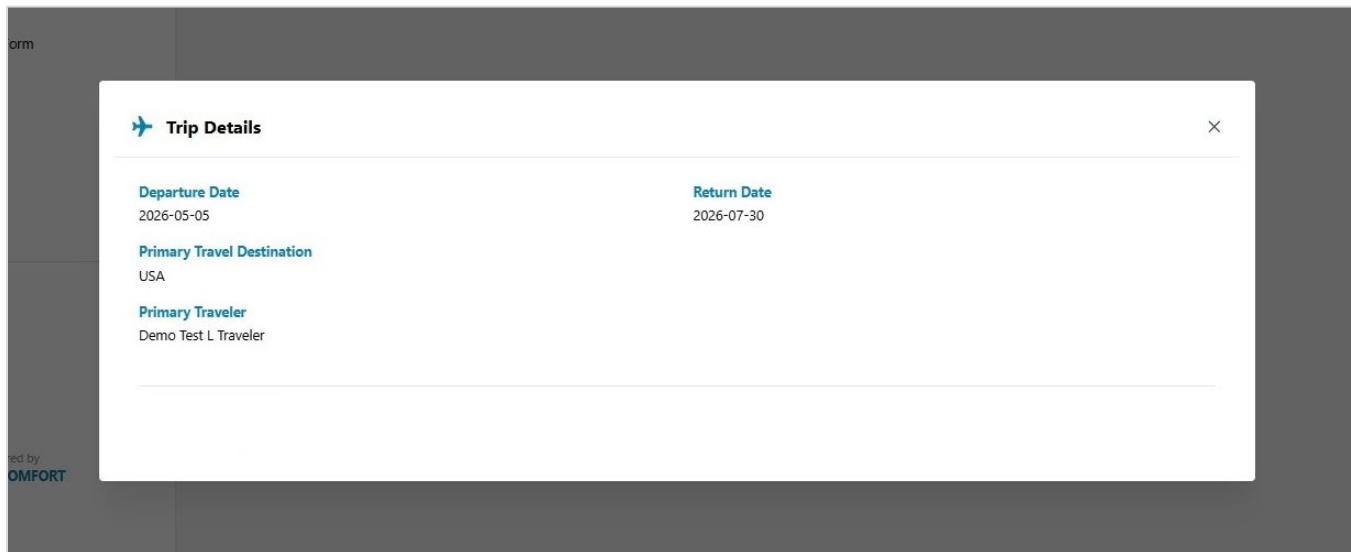
Go to your “My Trip(s)” to see the details of any trips you have purchased coverage for. If you have more than one trip with a Point Comfort Travel insurance plan, you will see them all listed in the table below. Use this page to download a copy of your Certificate of coverage and/or Trip ID and edit the return date on your trip.

How to Navigate to and Use the “My Trip(s)” Page:

1. Click “My Trip(s)” on the left navigation panel.



2. Click anywhere on the trip in the table to open up the “Trip Details” pop-up. Here you can see the Departure Date, Return Date, Primary Travel Destination, and Primary Traveler.



NOTE: Contact Point Comfort directly if you need to update your trip details. Change in information about your trip could result in a change of price for travel insurance.

INCIDENTS / CLAIMANT QUESTIONNAIRE

Go to the “Incidents” page to fill out the “Claimant Questionnaire,” a required form that must be completed after you are treated by a medical provider under this insurance plan. For each new travel incident (illness, injury, or accident) for which claims will be submitted (either by you or your provider), you must fill out and submit a detailed “Claimant Questionnaire” documenting the incident for Point Comfort to review and process any benefits that apply.

Before you begin, you should have the following documents/information handy:

- ✓ Your Travel Insurance ID Card
- ✓ Your Passport (with face page and visa page)
- ✓ Relevant Documents from Incident (example: a clinic visit summary)
- ✓ Bills, Invoices, or Paid Receipts from the Incident

Please carefully review the form in full, ensuring that you answer every question correctly to the best of your ability and submit all the documents required. After the Claimant Questionnaire is filled out and submitted, you will receive an email confirmation. Our Claims Team will review the questionnaire and reach out if additional information or documents are needed before a claim can be processed.

IMPORTANT NOTES:

- **Your insurance requires submission of valid Proof of Claim* within a limited timeframe as indicated in your Certificate.**
- ***Proof of Claim consists of this Claimant Questionnaire, completed, signed, and accompanied with all required documents.** Required documents may include itemized bills/receipts, passport, visa, and medical records. The questions asked on the Claimant Questionnaire about your travel incident are an essential part of Proof of Claim.
- **Failure to submit an accurate, completed, and signed Claimant Questionnaire with the required attachments within the specified timeframe will result in processing delays and may result in denial of coverage for failure to submit required documentation.**

How to Navigate to the Claimant Questionnaire:

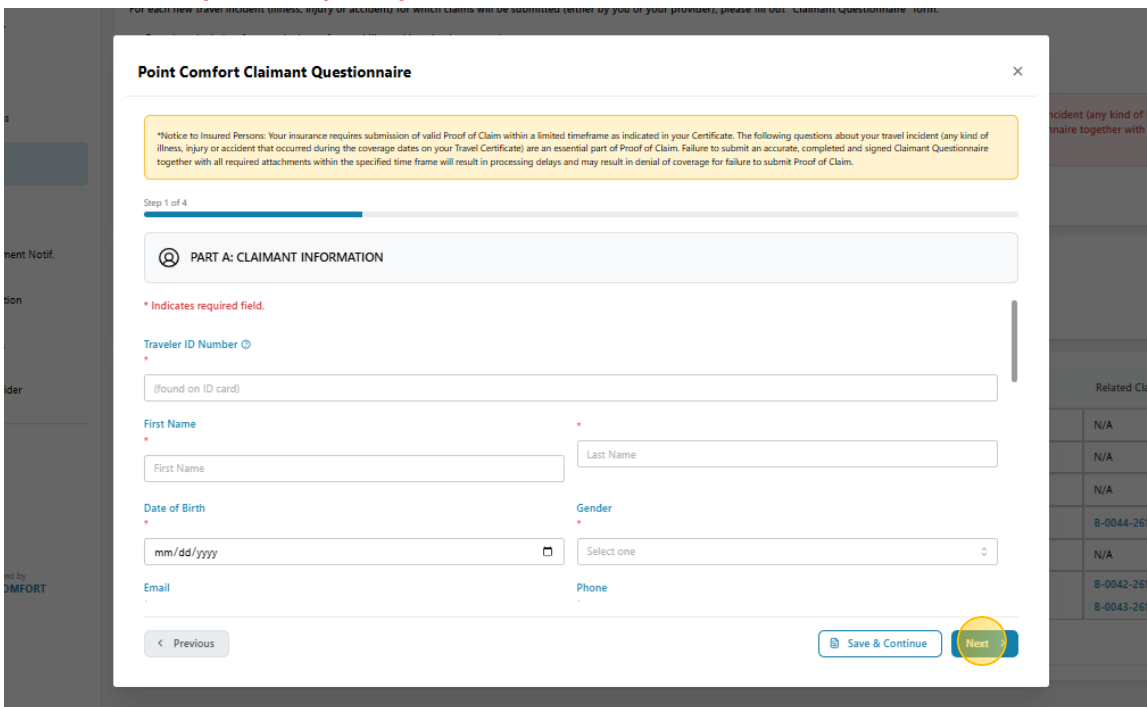
1. Click “Incidents” on the left navigation panel.

The screenshot displays the Point Comfort Travel portal interface. On the left, a navigation menu lists various options, with 'Incidents' selected and highlighted in blue. The main content area is titled 'Incidents' and contains a section for logging a travel incident. This section includes instructions for completing the Claimant Questionnaire and a prominent yellow button labeled 'New Claimant Questionnaire'. Below the instructions, there is a red box containing a notice to insured persons regarding the submission of valid proof of claim within a limited timeframe. At the bottom of the page, there is a table with columns for PDF, Submission Date, Incident Date, Traveler Name, Incident Name, Incident ID, Incident Status, and Related Claim #. The table currently shows 'No travel incidents found'.

2. On the “Incidents” page, click the “New Claimant Questionnaire” button (below the red box of information that says “Notice to Insured Person”).

3. A pop-up box will open with the “Claimant Questionnaire” form. The form is divided into several parts. Please carefully review the form in full, ensuring that you answer every question correctly to the best of your ability and submit all the documents required.

NOTE: You must fill out required fields marked with an asterisk (*).



Point Comfort Claimant Questionnaire

*Notice to Insured Persons: Your insurance requires submission of valid Proof of Claim within a limited timeframe as indicated in your Certificate. The following questions about your travel incident (any kind of illness, injury or accident that occurred during the coverage dates on your Travel Certificate) are an essential part of Proof of Claim. Failure to submit an accurate, completed and signed Claimant Questionnaire together with all required attachments within the specified time frame will result in processing delays and may result in denial of coverage for failure to submit Proof of Claim.

Step 1 of 4

PART A: CLAIMANT INFORMATION

* Indicates required field.

Traveler ID Number *

(found on ID card)

First Name *

Last Name *

Date of Birth *

mm/dd/yyyy

Gender *

Select one

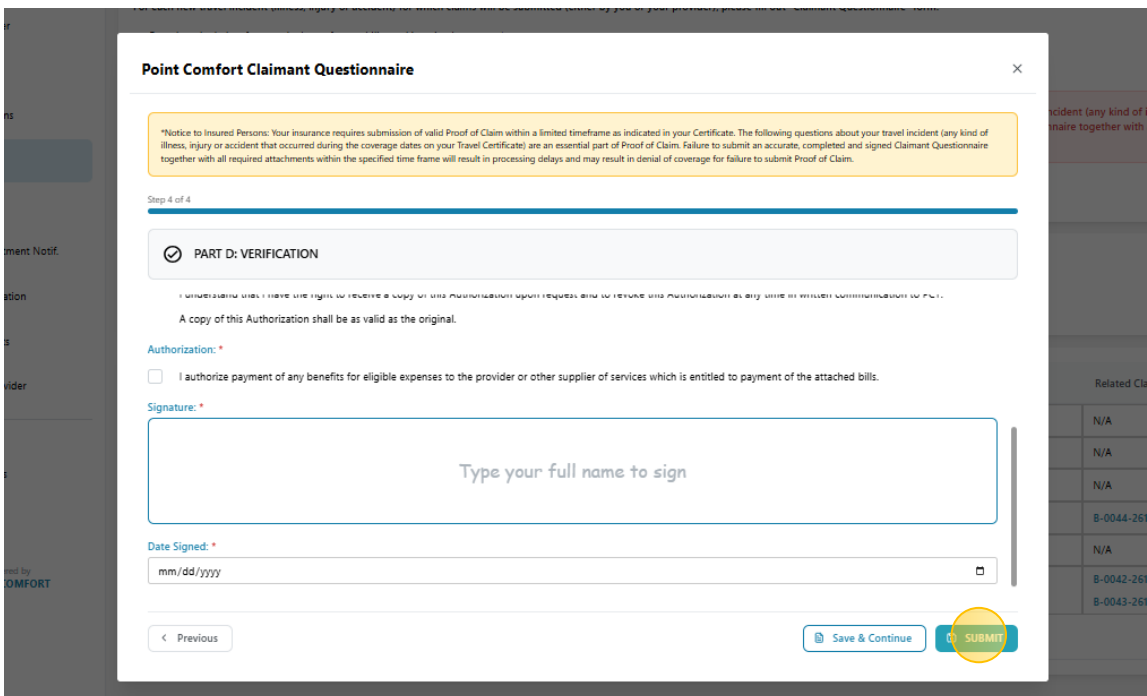
Email *

Phone *

< Previous Save & Continue **Next**

NOTE: When you have answered every question on a page, click “Next” to continue to the next part of the form.

4. On the last page, click the “Submit” button when you are finished signing and dating the form.



Point Comfort Claimant Questionnaire

*Notice to Insured Persons: Your insurance requires submission of valid Proof of Claim within a limited timeframe as indicated in your Certificate. The following questions about your travel incident (any kind of illness, injury or accident that occurred during the coverage dates on your Travel Certificate) are an essential part of Proof of Claim. Failure to submit an accurate, completed and signed Claimant Questionnaire together with all required attachments within the specified time frame will result in processing delays and may result in denial of coverage for failure to submit Proof of Claim.

Step 4 of 4

PART D: VERIFICATION

I understand that I have the right to receive a copy of this Authorization upon request and to revoke this Authorization at any time by written communication to PCT. A copy of this Authorization shall be as valid as the original.

Authorization: *

☐ I authorize payment of any benefits for eligible expenses to the provider or other supplier of services which is entitled to payment of the attached bills.

Signature: *

Type your full name to sign

Date Signed: *

mm/dd/yyyy

< Previous Save & Continue **SUBMIT**

NOTE: After the Claimant Questionnaire is submitted, you will receive an email confirmation. Our Claims Team will review your submission as soon as possible and reach out if any more information or required documents are needed before a claim can be processed.

PRE-CERTIFICATION

Go to the “Pre-certification” page to submit a request before specific medical services are provided to you (see below list). Pre-certification determines whether a procedure is medically necessary. It is not a guarantee of payment. Pre-certification requests may be initiated by you, a representative, or your medical provider.

Medical Services that Require Pre-certification Approval:

- Inpatient care
- Surgery or Surgical Procedure
- Durable Medical Equipment
- Computerized Tomography (CAT Scan, CT Scan)
- Magnetic Resonance Imaging (MRI)
- Ultrasound
- Positron emission tomography scan (PET)
- Interfacility Ambulance Transfer
- Inpatient Mental Health

After a Pre-certification is submitted by you or a provider, an email confirmation will be sent out. Our Clinical Team will review the request in a timely manner and notify you or the provider once the pre-certification is approved (or denied).

IMPORTANT NOTES:

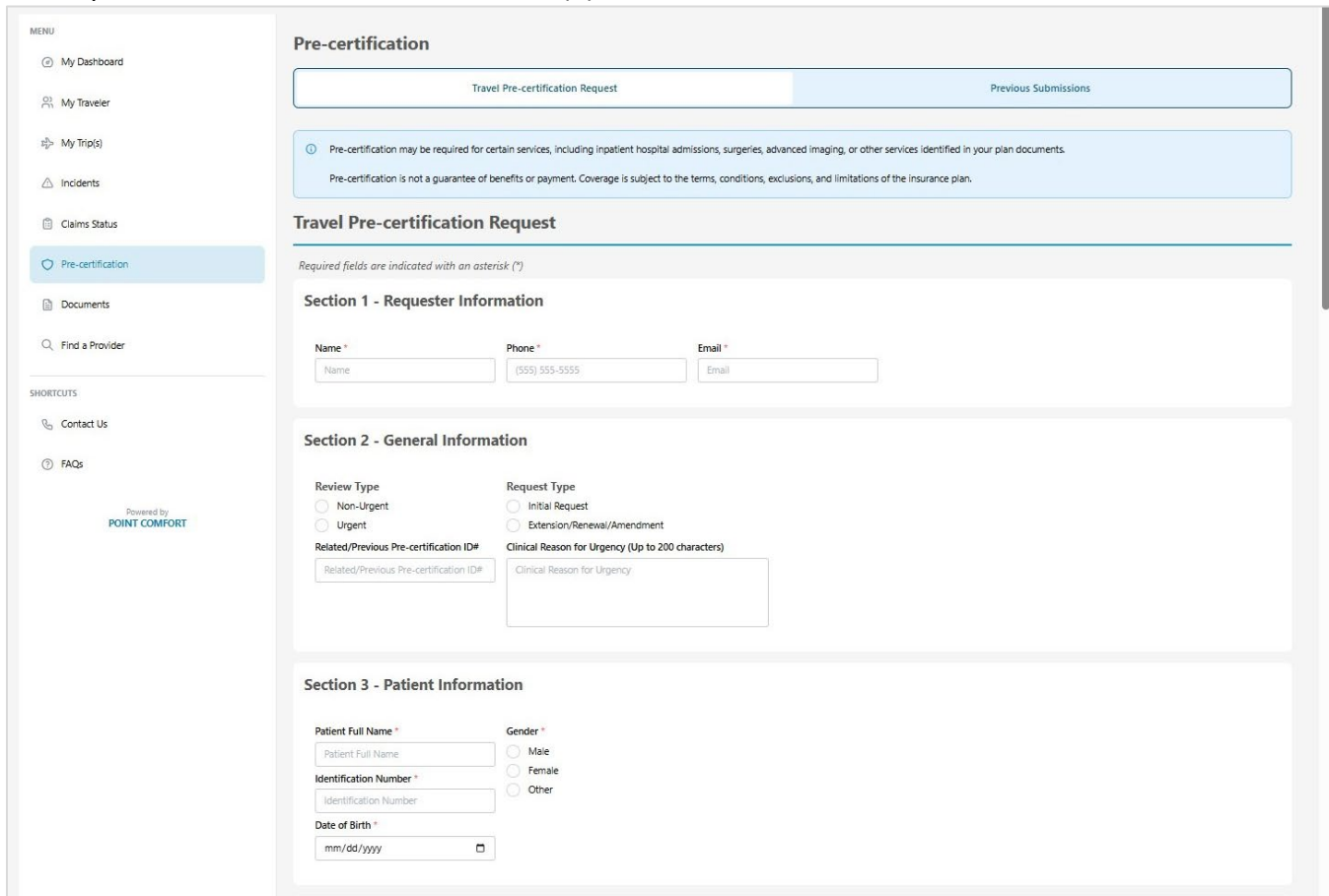
- **A Pre-certification MUST be approved by Point Comfort BEFORE care is given.**
- **Failure to submit and gain approval of a Pre-certification of a required medical service will result in claim denial, and any services or supplies provided will be at your expense.**
- **Successfully gaining approval on a Pre-certification is not guarantee of coverage.**
- **DO NOT USE the Pre-certification request form to:**
 - ask whether a service requires prior authorization
 - ask whether a service is covered under the policy
 - request an appeal
 - request a referral to an out of network physician, facility, or other health care provider

How to Navigate to and Use the “Pre-certification” Page:

1. Click “Pre-certification” on the left navigation panel.

The screenshot displays the Point Comfort Travel portal interface. On the left, a navigation menu lists various options, with 'Pre-certification' currently selected and highlighted in blue. An orange arrow points from the text '1. Click “Pre-certification” on the left navigation panel.' to this menu item. The main content area is titled 'Pre-certification' and features a tabbed interface with 'Travel Pre-certification Request' and 'Previous Submissions'. Below the tabs, a light blue box contains a disclaimer: 'Pre-certification may be required for certain services, including inpatient hospital admissions, surgeries, advanced imaging, or other services identified in your plan documents. Pre-certification is not a guarantee of benefits or payment. Coverage is subject to the terms, conditions, exclusions, and limitations of the insurance plan.' The 'Travel Pre-certification Request' section is active, showing a heading 'Section 1 - Requester Information' and a note that 'Required fields are indicated with an asterisk (*)'. This section includes three input fields: 'Name *', 'Phone *', and 'Email *'. The 'Name' field contains the text 'Name', the 'Phone' field contains '(555) 555-5555', and the 'Email' field contains 'Email'.

2. Start filling out the “Travel Pre-certification Request” form section by section. Be sure to enter details in the required fields marked with an asterisk (*).



Pre-certification

Travel Pre-certification Request | Previous Submissions

Pre-certification may be required for certain services, including inpatient hospital admissions, surgeries, advanced imaging, or other services identified in your plan documents. Pre-certification is not a guarantee of benefits or payment. Coverage is subject to the terms, conditions, exclusions, and limitations of the insurance plan.

Travel Pre-certification Request

Required fields are indicated with an asterisk (*)

Section 1 - Requester Information

Name * | Phone * | Email *

Section 2 - General Information

Review Type: ☐ Non-Urgent, ☐ Urgent

Request Type: ☐ Initial Request, ☐ Extension/Renewal/Amendment

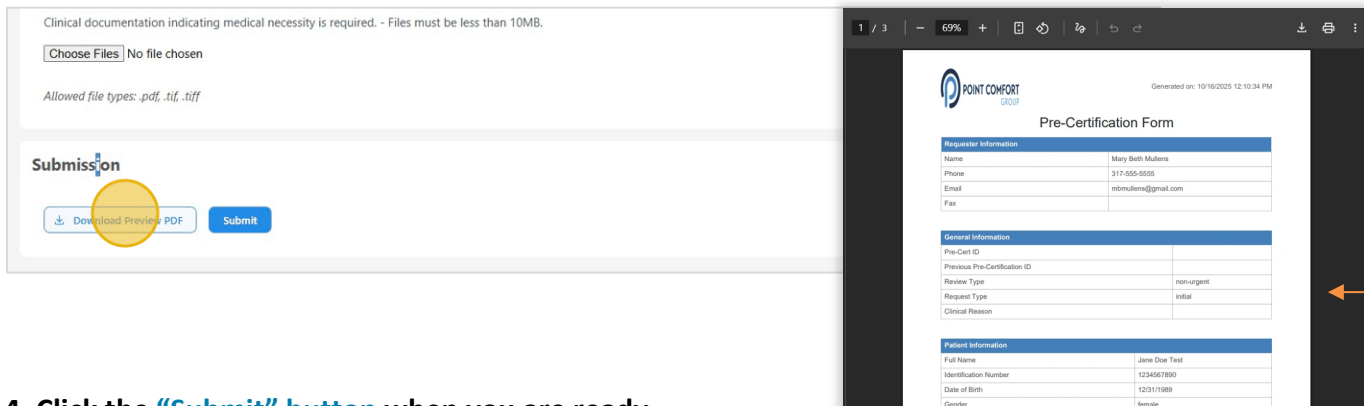
Related/Previous Pre-certification ID# | Clinical Reason for Urgency (Up to 200 characters)

Section 3 - Patient Information

Patient Full Name * | Gender * (Male, Female, Other)

Identification Number * | Date of Birth * (mm/dd/yyyy)

3. After you fill out all the form sections, click “Download Preview PDF” to save a PDF record of submission.



Clinical documentation indicating medical necessity is required. - Files must be less than 10MB.

Choose Files | No file chosen

Allowed file types: .pdf, .tif, .tiff

Submission

Download Preview PDF | Submit

Pre-Certification Form

Generated on: 10/16/2025 12:10:34 PM

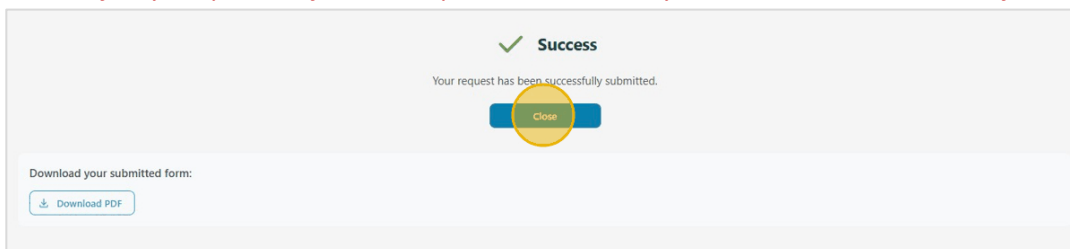
Requester Information	
Name	Mary Beth Mullens
Phone	317-655-5555
Email	mhmullens@gmail.com
Fax	

General Information	
Pre-Cert ID	
Previous Pre-Certification ID	
Review Type	non-urgent
Request Type	Initial
Clinical Reason	

Patient Information	
Full Name	Jane Doe Test
Identification Number	1234567890
Date of Birth	12/31/1989
Gender	female

4. Click the “Submit” button when you are ready.

NOTE: After your pre-certification request is submitted, you will receive an email confirmation of your submission.



Success

Your request has been successfully submitted.

Close

Download your submitted form:

Download PDF

Checking on a Pre-certification Status:

1. Click on the “Previous Submissions” tab to view all past pre-certification submissions.

The screenshot shows the 'Pre-certification' section of the portal. The 'Previous Submissions' tab is selected, indicated by an orange arrow. The left sidebar contains a menu with options like 'My Dashboard', 'My Traveler', 'My Trip(s)', 'Incidents', 'Claims Status', 'Pre-certification' (highlighted), 'Documents', and 'Find a Provider'. The main content area shows a table with columns: Date Created, Requester Name, Email, Phone, PreCert ID, Review Type, Patient Full Name, Patient Date of Birth, Patient Gender, and Se. Below the table, there are search filters for 'PreCert ID', 'Date Created From', and 'Date Created To', along with 'Search' and 'Clear All' buttons. The table currently shows 'No records found.' and a 'total number of records: 0'.

2. View your results in the table below. Scroll to the right to view all columns of data.

The screenshot shows the results table for pre-certification submissions. The table has columns: ID, Date Created ↑↓, Requester Name ↑↓, Email ↑↓, Phone ↑↓, PreCert ID ↑↓, Review Type ↑↓, Patient Full Name ↑↓, Patient Date of Birth ↑↓, and Date Requested ↑↓. The first row of data shows: ID 64841, Date Created 10/16/2025, Requester Name adf, Email mthompson@pointcomfort.com, Phone (111) 111-1111, PreCert ID 20251016-84855407, Review Type non-urgent, Patient Full Name Patient name, and Patient Date of Birth 2/23/2017. The table shows 'total number of records: 1'. A yellow circle highlights the 'Date Requested' column, which contains the value 10/16/2025.

***NOTE:** See the left column for the ID# of your pre-cert. Please reference this # if you contact Point Comfort to check on your Pre-certification status.

3. If you need to search for a specific Pre-certification request, select an option under “Select search field name” and enter a value. Then click the search icon to filter the results.

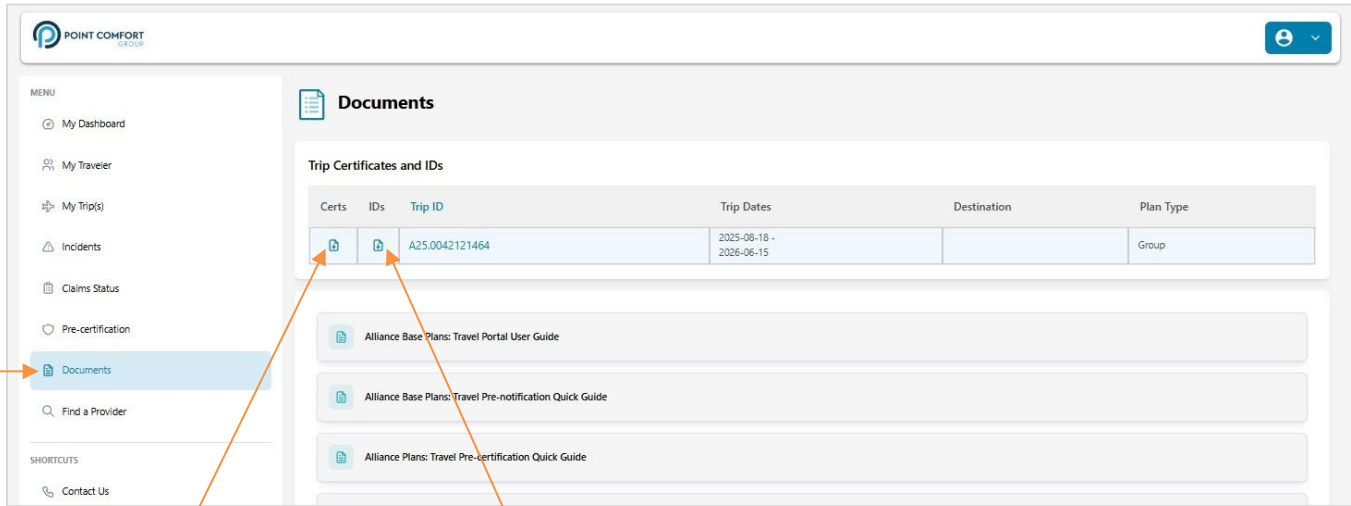
The screenshot shows the search interface. The 'Select search field name' dropdown menu is open, showing options: Date Created, Requester Name, Email, Phone, PreCert ID, Review Type, and Patient Full Name. The 'Value' input field is empty, and the search icon is visible. The table below the search bar shows columns: ID, Date Created ↑↓, Requester Name ↑↓, Email ↑↓, Phone ↑↓, PreCert ID ↑↓, Review Type ↑↓, Patient Full Name ↑↓, Patient Date of Birth ↑↓, and Date Requested ↑↓. The first row of data shows: ID 64841, Date Created 10/16/2025, Requester Name adf, Email mthompson@pointcomfort.com, Phone (111) 111-1111, PreCert ID 20251016-84855407, Review Type non-urgent, Patient Full Name Patient name, and Patient Date of Birth 2/23/2017. The table shows 'total number of records: 1'.

DOCUMENTS

The “Documents” page provides quick access to your Certificate of coverage and Travel ID plus helpful guides to navigate and use the portal.

How to Navigate to and Use the “Documents” Page:

1. Click “Documents” on the left navigation panel.

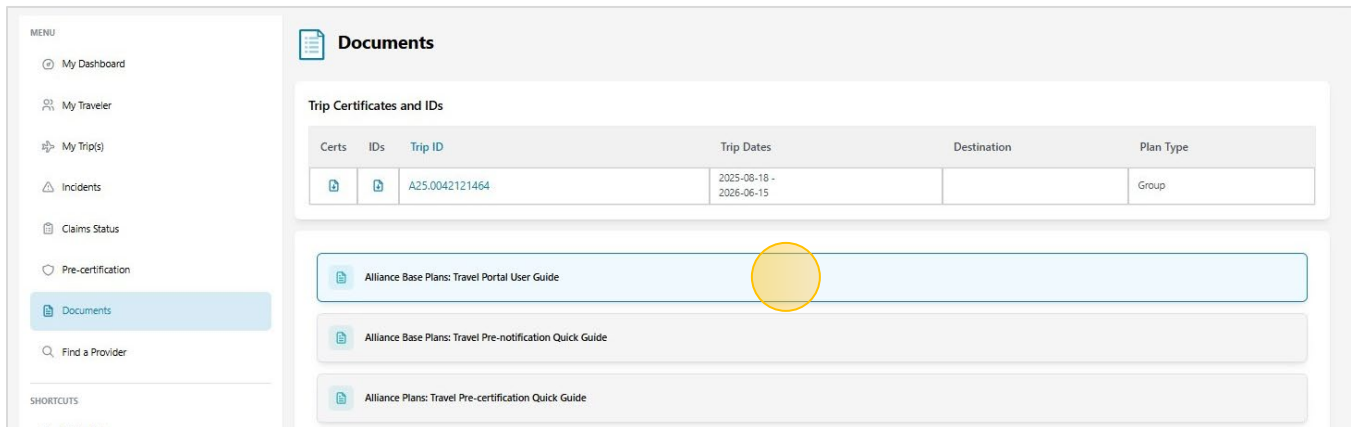


2. Your Certificate of coverage and Trip ID can be found in the table listed at the top. Click on one of the icons shown to open or save the document to your device as needed.

IMPORTANT NOTE: Please allow up to 30 seconds for the certificate or ID to download before clicking on anything else.

3. User guides can be found on the second half of the page.

Click on any of them to open or save the document to your device as needed.

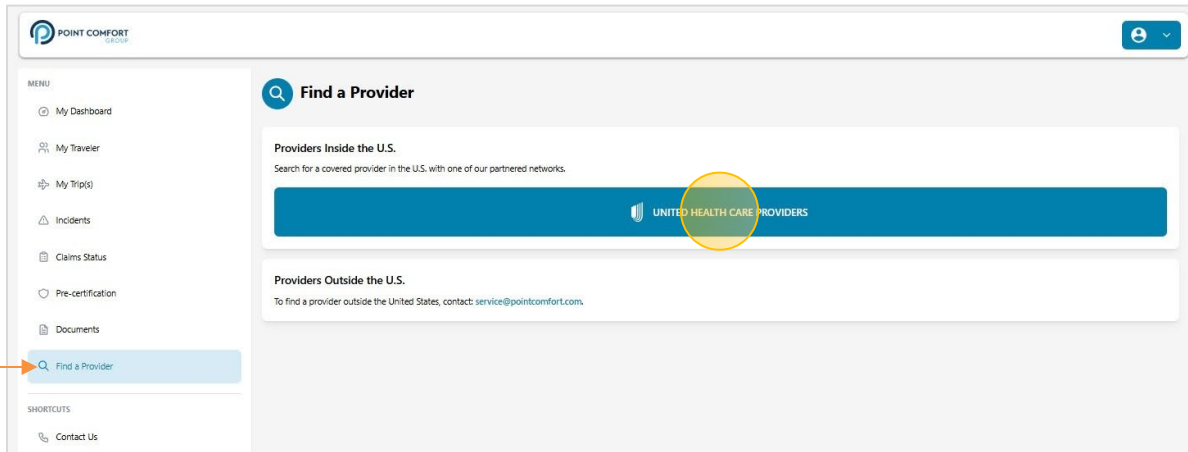


FIND A PROVIDER

Use the “Find a Provider” page to search for a covered provider. When seeking medical care, you should always try to stay within the network to facilitate faster billing and to avoid higher out of pocket costs.

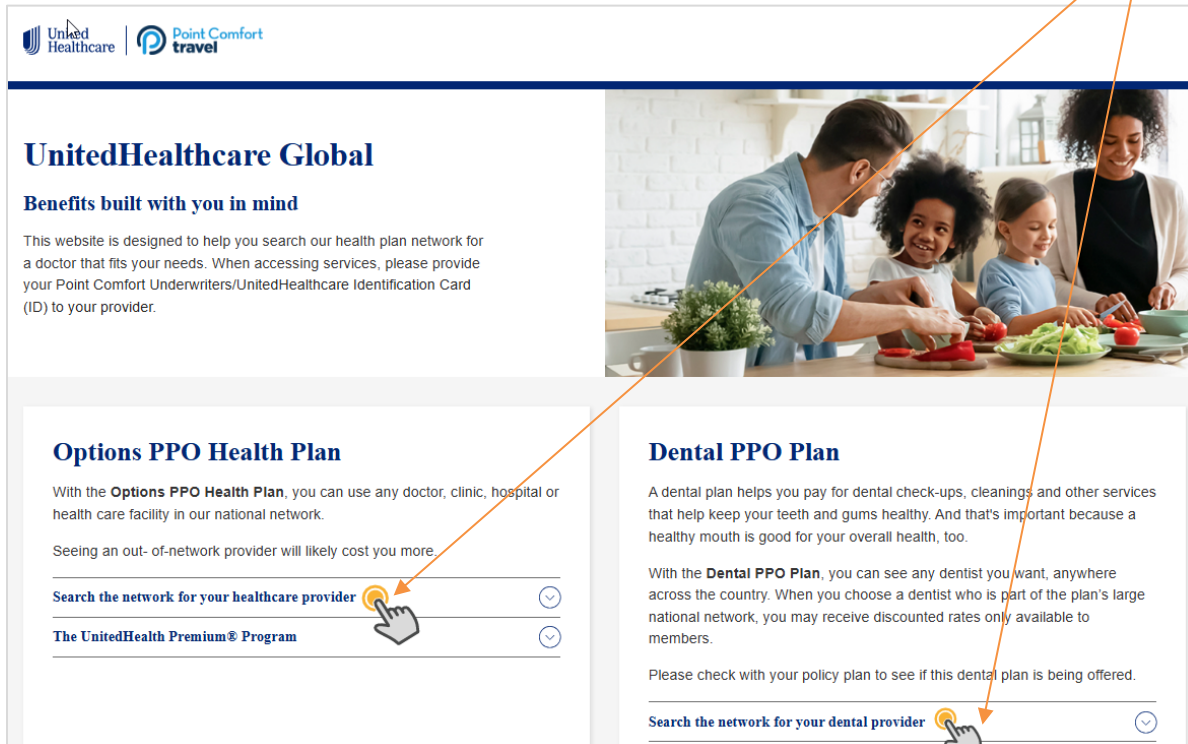
How to Navigate to and Use the “Find a Provider” Page:

1. Click “Find a Provider” on the left navigation panel.



2. If you are seeking treatment **INSIDE** the U.S., click the “United Health Care Providers” blue button.

This will take you to the website <https://www.whyuhc.com/pcu>. Click on one of the buttons shown below to search for a healthcare provider or dental provider in their network.



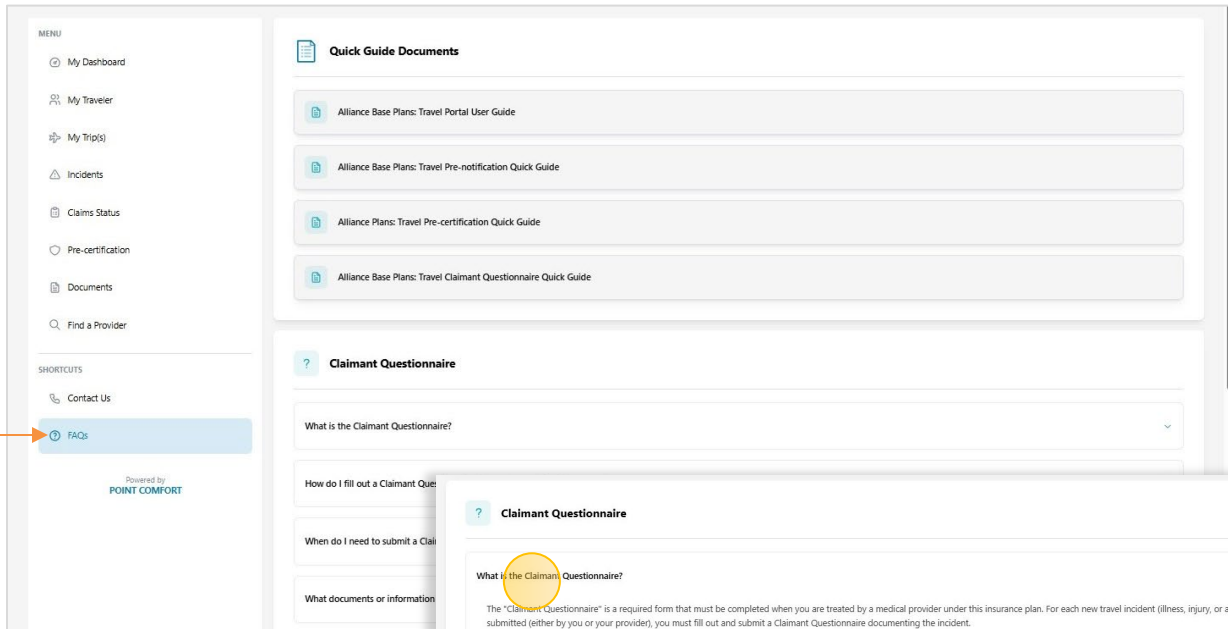
3. If you are seeking treatment **OUTSIDE** the U.S., please contact Point Comfort at service@pointcomfort.com or call 1-844-210-2010 for assistance in finding a provider.

FAQs

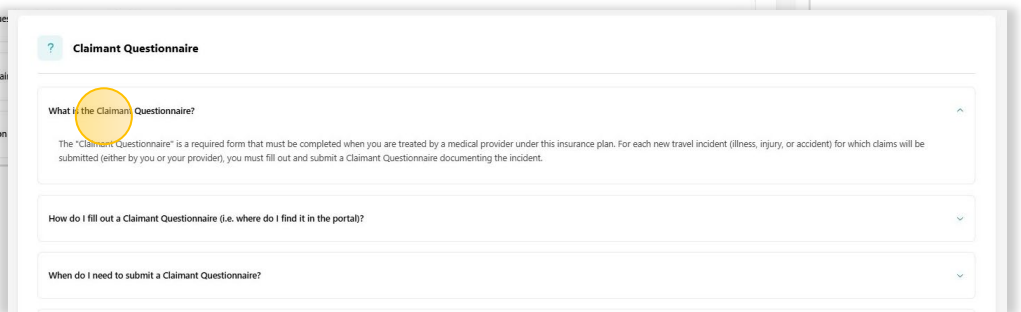
Visit our FAQ page to view Quick Guide Documents and find answers to “Frequently Asked Questions about Point Comfort travel insurance and using the resource portal.

How to Navigate to and Use the “FAQs” Page:

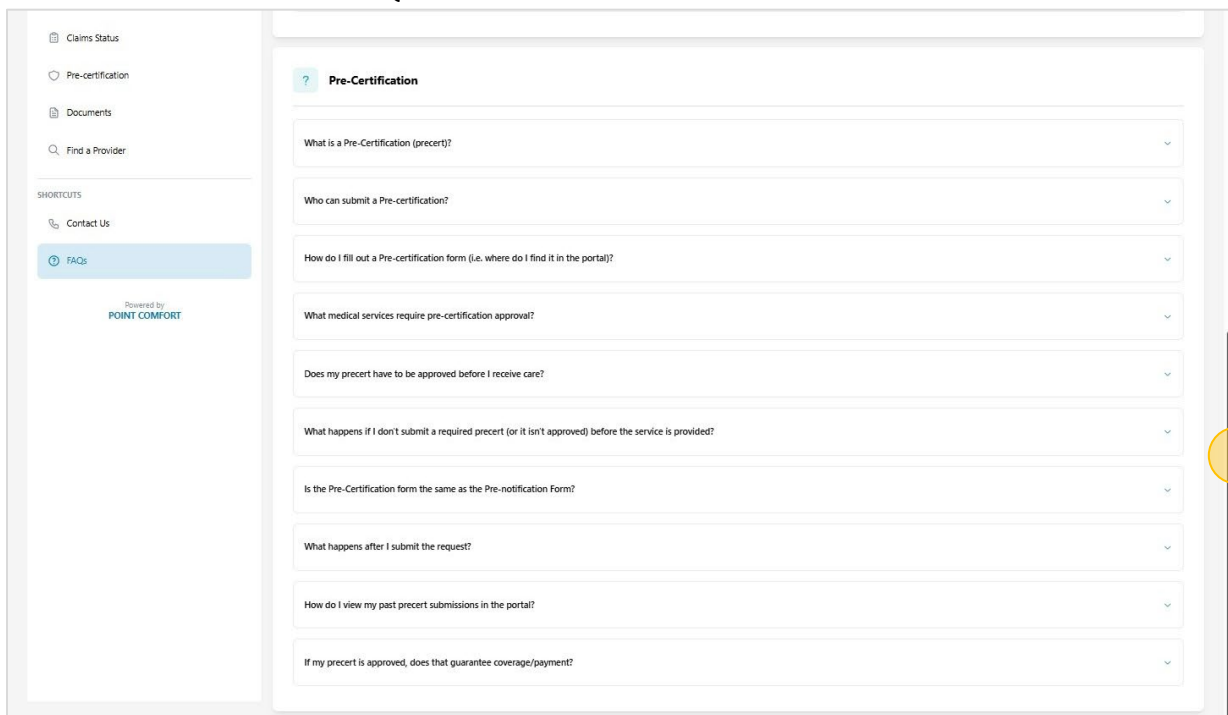
1. Click “FAQs” on the left navigation panel (or click the “View FAQs” button on the dashboard).



2. Click on any question to open the answer below.



3. Scroll down to view all FAQs.

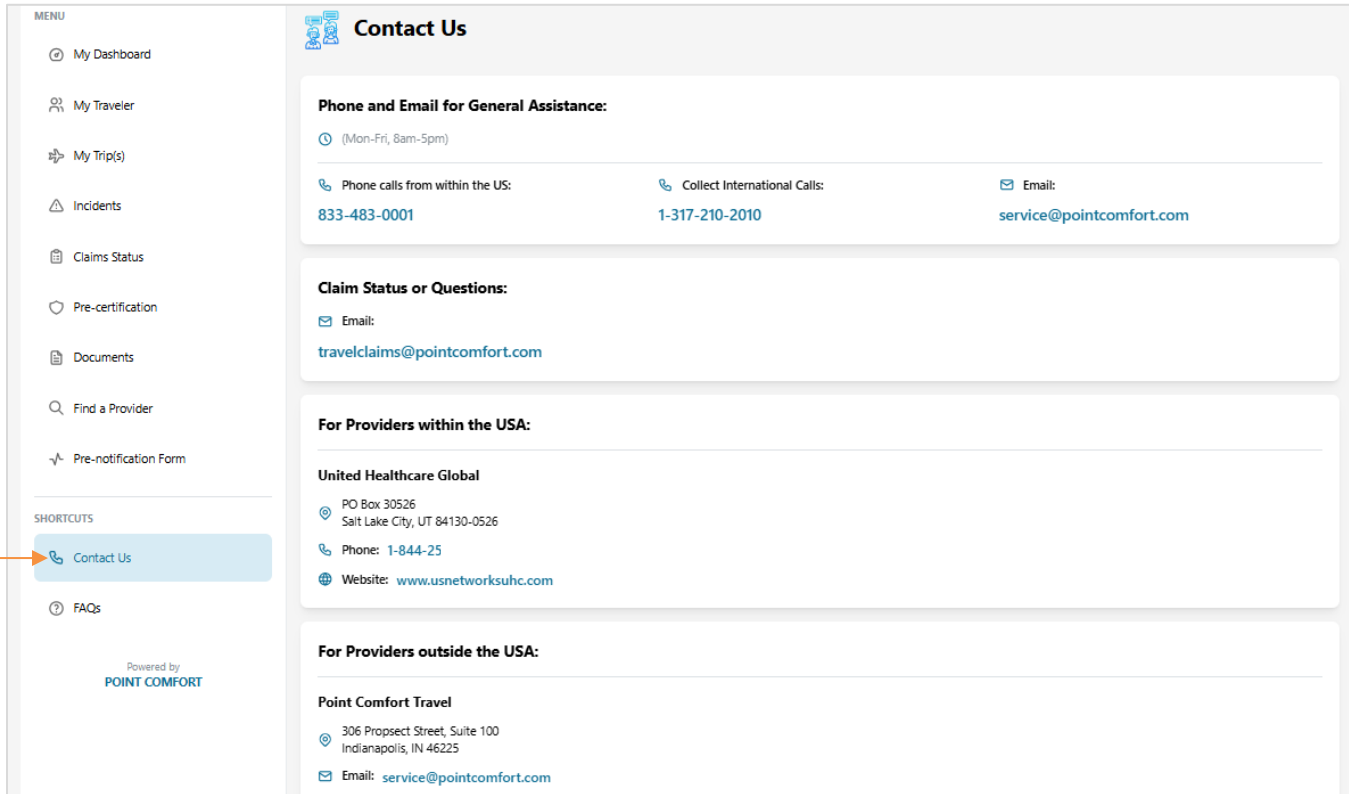


CONTACT US

The “Contact Us” page provides users with essential information and avenues to reach out to Point Comfort.

How to Navigate to and Use the “Contact Us” Page:

1. Click “Contact Us” on the left navigation panel (or click the “Contact Us” button on the dashboard.)



CONTACT US

Phone and Email for General Assistance:
(Mon-Fri, 8am-5pm)

Phone calls from within the US: **833-483-0001**

Collect International Calls: **1-317-210-2010**

Email: service@pointcomfort.com

Claim Status or Questions:

Email: travelclaims@pointcomfort.com

For Providers within the USA:

United Healthcare Global
PO Box 30526
Salt Lake City, UT 84130-0526
Phone: **1-844-25**
Website: www.usnetworksuhc.com

For Providers outside the USA:

Point Comfort Travel
306 Prospect Street, Suite 100
Indianapolis, IN 46225
Email: service@pointcomfort.com

2. You can reach out to Point Comfort with any of the contact methods below. *We are here to help you!*

Phone / Email for General Assistance: (Mon-Fri, 8am-5pm EST)	Phone Calls from within the US: 833-483-0001 International Calls: 1-844-210-2010 Email: service@pointcomfort.com
Claim Status or Questions:	Email: travelclaims@pointcomfort.com
For Providers Within the USA:	United Healthcare Global Phone: 1-844-251-3232 Website: www.whyuhc.com/pcu
For Providers Outside the USA:	Point Comfort Travel Phone: 1-844-210-2010 Email: service@pointcomfort.com