Emirates COVID 19 Assistance - FAQs

1. **For how long is COVID-19 assistance being provided?**

    Assistance will be provided for travel between July 23, 2020 and October 31, 2020.

2. **What assistance is covered? Do exclusions apply?**

    You can find what assistance is covered here. Yes, exclusions apply and can be found here.

3. **How do I get assistance? Do I need to fill up any application forms, or submit any documents before I fly?**

    You do not have to submit any documents in advance of your flight. Assistance is automatically effective from the first flown flight of your journey and is valid for 31 days. You are not obligated to utilise this assistance.

    However, if you are diagnosed with COVID-19 during your travels and would like to receive assistance, you have to contact Emirates COVID-19 Assistance as soon as possible, in case you test positive for COVID-19 while travelling:

Call: +971 4 2708825	WhatsApp: +971 56 3589937
Email: emirates@nextcarehealth.com	

    Medical services which have not been organized by Emirates COVID-19 Assistance which is managed by NEXTCARE Claims Management LLC (NEXtCARE) will not be reimbursed.

4. **Can I pay first and then reclaim my expenses?**

    No. You are required to contact the Emirates COVID-19 Assistance Team and they will arrange for the medical assistance that is required by you.

5. **What is the duration of my assistance? What if I have a one-way ticket?**

    The assistance is valid for 31 days from the first flown flight of your journey from the date of departure, whether it is a one-way ticket or return ticket. A second one-way ticket will be treated as a new booking, with a new 31 day period of assistance.

    If you are diagnosed with COVID-19 during the 31 day period then assistance will continue to be provided up to the actual duration of medical treatment or quarantine (subject to applicable limits and exclusions) until your return to your country of residence even if it continues after the end of the 31 day period.

6. **Am I covered for any assistance within my country of residence?**

    No

7. **Am I covered for the cost of COVID-19 test?**

    No

8. What if I continued my journey by car, train or flight to another city or country, after arriving at the Emirates destination?

The assistance is valid for 31 days from the first flown flight of your journey from the date of departure, even if you continue onwards to another city using another mode of transport.

9. Do I need to obtain pre-approval before incurring any cost for medical treatment or quarantine charges when tested COVID-19 positive?

Yes. You must obtain pre-approval from Emirates COVID-19 Assistance for any expenses as per contact details provided above. Failure to comply with this will void any assistance.

10. What information or documents do I need once I have tested positive for COVID-19?

It is mandatory to contact the Emirates COVID-19 Assistance as soon as possible in case you test positive for COVID-19 test. Failure to comply with this will void any assistance.

The following documents are required when you contact Emirates COVID-19 Assistance:

    a) Emirates flight ticket,
    b) Boarding pass,
    c) Passport, including residency visa page, if applicable
    d) COVID-19 positive test result that should be dated after the first day of travel
    e) Provide e-mail address and contact number where you can be reached and the details of those assisting you

You will also need to allow NEXtCARE to have access to your medical data in order to arrange assistance.

11. Will I need to share my personal information to Emirates COVID-19 Assistance to get assistance?

Yes. In order get assistance, you will have to share details to NEXtCARE who will be arranging assistance and handling your claims. Emirates may also share some of your details to NEXtCARE in order to verify your identity and dates of travel.

12. I'm flying with Emirates on ticket that involves a flight on another airline, am I covered?

You will be covered if you had bought your ticket from Emirates - whether on emirates.com or via a travel agent. You will qualify for assistance whether your first flight was operated by Emirates or by one of Emirates' codeshare partners.

If you purchased your ticket from another airline, even if they are a codeshare partner airline of Emirates, you will not be covered, even if one or more flights of your journey is on an Emirates aircraft.

13. Do I qualify for assistance if bought my Emirates ticket via a travel agent or an online travel agent?

Yes, as long as you hold an Emirates ticket and have flown on Emirates.

14. Does it matter when my ticket was booked/issued?

No. The assistance is automatically effective from the first flown flight of your journey on Emirates from the date of departure and is valid for 31 days.

15. Does it cover infants / children?

Yes.

16. Am I covered if I use my miles or cash + miles to purchase the ticket?

Yes, you are covered as long as you have a valid Emirates ticket and you have flown the first flight of your journey on Emirates.

17. What if my journey is longer than 31 days? Can I pay to extend assistance?

No. Assistance ends after 31 days. Extension is not possible.

18. Does it cover residents returning to their home country?

The assistance is valid for 31 days from the first flown flight of your journey from the date of departure. It ends when you return to your country of residence.

19. How can I contact Emirates to obtain more information regarding this assistance?

You have to contact Emirates COVID 19 Assistance at:

Call: +971 4 2708825   WhatsApp: +971 56 3589937
Email: emirates@nextcarehealth.com

20. Can I contact Emirates Call Centre for any information relating to the above cover:

No. Information or assistance relating to the Emirates COVID 19 Assistance are not available through the Emirates call centre, retail centre or any other Emirates customer service channel. You must contact Emirates COVID 19 Assistance Team as per contact details below:

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