



Global CARE Program

Dedicated to providing the highest quality of care, our team of Cleveland Clinic healthcare professionals is aimed at offering critically ill patients safe and rapid transport.

Cleveland Clinic care begins when our team arrives.



9500 Euclid Avenue, Cleveland, OH 44195

Cleveland Clinic is a nonprofit, multispecialty academic medical center. Founded in 1921, it is dedicated to providing quality specialized care and includes an outpatient clinic, a hospital with more than 1,300 staffed beds, an education institute and a research institute.

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Cleveland Clinic Global CARE Program is ideal for avid travelers and their families.

Becoming a member of the Cleveland Clinic Global CARE (Critical Care Air Rescue and Evacuation) program provides peace of mind. When you enroll you can be assured that if you are ever hospitalized while traveling more than 150 miles from your home, you will receive Cleveland Clinic care. No patient is too sick or too far for transport on our fixed-wing aircraft and there are no preexisting condition restrictions. We provide transport from anywhere in the world*.

Cleveland Clinic care begins when our team arrives.

If you are unable to fly commercially due to your medical condition, day or night, our team is prepared to assist you. One phone call brings the expertise of Cleveland Clinic physicians, nurse practitioners, critical care nurses and allied health professionals to you. While in the air, our specialty teams provide care while maintaining communication with other physicians on the ground at Cleveland Clinic.

The Cleveland Clinic team is on-call 24 hours a day, seven days a week.

Dedicated to providing the highest quality of care, our team of Cleveland Clinic healthcare professionals is aimed at offering critically ill patients safe and rapid transport to Cleveland Clinic. We can begin treatment before arriving at one of our facilities. With constant communication during the transport process, the Cleveland Clinic Global CARE team provides the best possible care to higher acuity patients.

Additional Global CARE Benefits

With Global CARE, you get more than just transport services. Before your trip even begins, members have access to a web-based portal that can provide pre-trip intelligence such as worldwide health alerts, and other important travel alerts. Also, members can utilize their Global CARE membership from anywhere in the world at any time. All calls are free of charge to members when they use our toll-free number. We also provide emergency translation services in the event of an illness or injury in a non-English speaking country. Finally, we provide travel assistance for family members who are traveling with the ill or injured individual.

Annual Plans

The annual plans provide every member with the assurance and comfort that world-class Cleveland Clinic care is just a phone call away. We will bring you back to Cleveland Clinic for specialized care if you become hospitalized 150 miles from home and are unable to fly commercially back home. Annual plans include international medical evacuation services as long as each trip is no longer than 120 consecutive days.

There are two annual plans available through Global CARE: an individual plan and a family plan. For more information, call 866.442.5092.

To sign up today or for membership information, visit clevelandclinic.org/cct or email ccglobalcare@ccf.org.

Frequently Asked Questions

My premium credit card covers air ambulance service, so why would I pay for the Global CARE Program?

Read the fine print and do the math. Your card probably gets you to the “nearest appropriate facility” and it may even pay to fly someone with you, but you have no control over your medical care or destination. No premium card or travel insurance guarantees you the choice of getting on a medical flight home where you can enjoy the comfort and loving support of family and friends — not to mention your own doctors.

Are there any hidden costs or fees?

The only cost is the annual fee. With the Global CARE Program, there are no out-of-pocket expenses for your transport. Not a single claim form to fill out either. Also, unlike travel insurance, our annual plan covers every trip you take, all year long, and you can utilize our transport services in the event of a medical emergency up to twice per year.

How critical must my condition be to receive transport services to Cleveland Clinic?

While many travel insurance plans restrict transport for extreme cases, Global CARE does not. If you are hospitalized more than 150 miles from home and you cannot travel by commercial means, you can utilize your Global CARE membership.

Does this affect my health insurance coverage?

No. As a Global CARE Program member, your transport from hospital bed to hospital bed is prepaid. However, hospitalization and related medical expenses are subject to the terms, conditions and exclusions of your health plan.

Do I have to be in perfect health to qualify for membership?

No. In fact, we don't ask for any information about your current or past health status on our membership application.

* For complete terms and conditions, including eligible ages of dependents, visit our website: clevelandclinic.org/cct.