

BLUECARD OUT OF STATE

Protection When Traveling or Living Outside Your Home State

You and your enrolled dependents may access PPO benefits when you're traveling or temporarily living outside your home state with the BlueCard program. The BlueCard also covers enrolled dependents, including students and family members, who temporarily reside outside your home state. To locate BlueCard providers, call BlueCard Access® at 1-800-810-BLUE (2583).

BlueCard is not applicable to HMO plans or Medicare Supplement plans.

Blue Cross Blue Shield (BCBS) Global Core—How Do I Access Medical Care in a Foreign Country?

- Before you leave, contact BCBS Global Care for coverage details. Coverage outside the United States may be different.
- Always carry your current member ID card.
- In an emergency, go directly to the nearest hospital.
- If you need to locate a doctor or hospital or need medical assistance services, call the Service Center for BCBS Global Core at 1-800-810-BLUE (2583) or call collect 1-804-673-1177, 24 hours a day, seven days a week. An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospitalization, if necessary.
- If you need to be hospitalized, call the Service Center at the numbers listed above and the BCBS Company for pre-certification or pre-authorization. Refer to the phone number on the back of your member ID card to reach the BCBS Company.
- Call the Service Center at 1-800-810-2583 or collect at 1-804-673-1177 when you need inpatient care. In most cases, you should not need to pay upfront for inpatient care at participating BCBS Global Core hospitals except for the out-of-pocket expenses (non-covered services, deductible, co-payment and co-insurance) you normally pay. The hospital should submit your claim on your behalf.

- You will need to pay upfront for care received from a doctor and/or non-participating hospital. Then complete a Blue Cross Blue Shield Global Core international claim form and send it with the bills(s) to the Service Center (the address is on the form). International claim forms are available from, www.bcbsglobalcore.com, or the BCBS Global Core Service Center at 1-800-810-2583 or collect at 1-804-673-1177.

Claim Filing Information

- If Blue Cross Blue Shield Global Core arranged your hospitalization, the hospital will file the claim for you; you will need to pay the hospital for the out-of-pocket expenses you normally pay.
- For outpatient and doctor care or inpatient care not arranged through the Blue Cross Blue Shield Global Core center you will need to pay the healthcare provider and submit an international claim form with original bills to the Service Center.
- International claim forms are available from the Service Center or on-line at www.bcbsglobalcore.com.

To Learn More about Blue Cross Blue Shield Global Core:

- Call your Blue Cross Blue Shield Plan.
- Visit www.bcbsglobalcore.com
- Call the Blue Cross Blue Shield Global Core Service Center at 1-800-810-2583 or call collect at 1-804-673-1177.

Important:

Call the Blue Cross Blue Shield Global Core Center at 1-800-810-BLUE (2583) or call collect at 1-804-673-1177 to locate doctors and hospitals or obtain medical assistance services when outside the United States.