



Core

# KNOW BEFORE YOU GO

## HEALTHCARE COVERAGE WHEN YOU ARE TRAVELING ABROAD

As a BCBS member, you may have the ability to take your healthcare benefits with you when you go abroad.<sup>1</sup> Through the Blue Cross Blue Shield Global<sup>®</sup> Core program, you have access to doctors, hospitals, support tools, and resources around the world.

### To take advantage of the program:

- Always carry your current BCBS member ID card and convenient access to supporting tools and resources which are also available through the BCBS Global Core program app.
- Before you go, contact your BCBS Plan at the number on the back of your BCBS member ID card for benefits and coverage details because they may be different outside the United States.
- If you need to locate a doctor or hospital, call the BCBS Global Core Service Center (see numbers below). An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospitalization if necessary.
- If you need inpatient care, call the BCBS Global Core Service Center (see numbers below) to arrange direct billing. In most cases, you should not need to pay upfront for inpatient care except for the out-of-pocket expenses (noncovered services, deductible, copayment and coinsurance) you normally pay. The hospital should submit the claim on your behalf.
- In addition to contacting the BCBS Global Core Service Center, call your BCBS Plan for precertification or preauthorization. Refer to the phone number on the back of your BCBS member ID card. *Note: This is a different phone number than those listed below.*
- If direct payment has not been arranged or your local BCBS Plan is unable to verify your benefit coverage at time of service, you may need to pay upfront and submit a claim for reimbursement. Complete a BCBS Global Core international claim form and send it with the bill(s) and proof of payment to the BCBS Global Core Service Center (the address is on the form). You can also submit your claim online or through the BCBS Global Core mobile app. The claim form is available from your BCBS Plan or online at [www.bcbsglobalcore.com](http://www.bcbsglobalcore.com).

In an emergency, go directly to the nearest hospital.

### To learn more about Blue Cross Blue Shield Global<sup>®</sup> Core:

- Visit [www.bcbsglobalcore.com](http://www.bcbsglobalcore.com).
- Call your BCBS Plan at the phone number on the back of your member ID card
- Call the BCBS Global Core Service Center at one of the toll-free numbers; **1.800.810.BLUE (2583)** / **1.877.547.2903** or collect at **1.804.673.1177**.
- Download the BCBS Global Core program app for Apple and Android devices at [www.bcbsglobalcore.com/Home/MobileApp/](http://www.bcbsglobalcore.com/Home/MobileApp/) (rates from your wireless provider may apply)..



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1. Based on your domestic policy, exclusions may apply and coverage may differ (co-pays, deductibles, co-insurance, etc.)