

Healthcare coverage wherever you go.

As a BCBS member, you have access to doctors, hospitals, support tools, and resources around the world through the BCBS Global Core program. You may also have the ability to extend your healthcare benefits.



Blue Cross Blue Shield Global® Core

For healthcare outside of the United States:

1. Verify your international benefits with your BCBS Plan before leaving the United States since benefits may be different outside the country.
2. Always carry your BCBS member identification card.
3. **In an emergency**, go directly to the nearest hospital. If hospitalized, 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.
4. **For non-emergency inpatient medical care**, please call the BCBS Global Core Service Center to arrange cashless access to a BCBS Global Core hospital. The BCBS Global Core Service Center can also provide information on doctors.
5. 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.
6. As a BCBS member, you are responsible for any required precertification/preauthorization. Contact your BCBS Plan by dialing the phone number on the back of your BCBS member ID card.

Note: This is a different phone number than the ones listed above.

Important

To locate doctors and hospitals, or to obtain medical assistance services when outside the United States, 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.

The BCBS Global Core app is available for Apple and Android devices. Visit the appropriate app store or www.bcbsglobalcore.com/home/mobileapp/ to download the latest app for your device.



Healthcare coverage when you are
traveling abroad.



Blue Cross, Blue Shield, the Blue Cross and Blue Shield symbols, BlueCard and Blue Cross Blue Shield Global® Core are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

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"What do I do if I need medical care outside the U.S.?"

To take advantage of the Blue Cross Blue Shield Global® Core Program, please follow these steps:

1. Before you travel abroad, contact your BCBS Plan for confirmation of benefits. Your healthcare coverage outside the U.S. may be different than what you have within the U.S. (e.g., copayments, deductibles, coinsurance, etc. may vary).
2. Always carry your current BCBS member ID card.
3. In an emergency, go directly to the nearest hospital.



4. If you need to locate a doctor or hospital, or need medical assistance services, 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**, 24 hours a day, seven days a week.

5. If you need inpatient care, 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**. By calling and arranging for direct payment in advance, except for your normal out-of-pocket expenses (noncovered services, deductibles, copayments, and coinsurance) you should not need to pay upfront for inpatient care at designated hospitals.

As a BCBS member, you are responsible for any required precertification/preauthorization. **Please contact your BCBS Plan by dialing the phone number on the back of your BCBS member ID card.** *Note: This is a different phone number than those listed above.*

6. 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). The claim form is available from your BCBS Plan, online at www.bcbsglobalcore.com, or the BCBS Global Core Service Center.

To learn more about Blue Cross Blue Shield Global® Core:

- Call your BCBS Plan.
- Visit <https://www.bcbsglobalcore.com/>.
- 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 or download the BCBS Global Core program app at www.bcbsglobalcore.com/home/mobileapp/**

Carry this with you when you travel abroad.

"How do I file a claim?"

To file a claim please do the following:

1. If the BCBS Global Core Service Center 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.
 2. For outpatient and doctor care, or inpatient care not arranged through the BCBS Global Core Service Center, you will need to pay the healthcare provider and submit a BCBS Global Core international claim form with original bill(s) and proof of payment to the BCBS Global Core Service Center.
 3. International claim forms are available from your BCBS Plan, the BCBS Global Core Service Center or online at www.bcbsglobalcore.com.
 4. Download the BCBS Global Core mobile app to file a claim OR to file claims securely from your phone/device at www.bcbsglobalcore.com/Home/MobileApp/
- 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.**