

Take charge of your health, wherever you are.

In the United States

- Always carry your current member ID card.
- If you're a PPO member, always use a BlueCard PPO doctor or hospital to ensure you receive the highest level of benefits.
- Call us for precertification or prior authorization, if necessary. Refer to the phone number on the back of your member ID card.
- When you arrive at the participating doctor's office or hospital, show the provider your ID card. The provider will identify your benefit level through one of these symbols:



Traditional/
Indemnity
Benefits



PPO
Benefits

After you receive care, you should:

- Not have to complete any claim forms.
- Not have to pay upfront for medical services, except for the out-of-pocket expenses (noncovered services, deductible, copayment and coinsurance) you normally pay.
- Receive an explanation of benefits from BlueChoice®.

Around the world

- Always carry your current member ID card.
- Before you travel, contact Member Services at the phone number listed on the back of your member ID card for coverage details. Coverage outside the United States may be different.

- If you need medical assistance, call the Service Center for Blue Cross Blue Shield Global Core at 800-810-BLUE (2583) or call collect at [804-673-1177](tel: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.

Inpatient claim: Call the Blue Cross Blue Shield Global Core Service Center if you need inpatient care. 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 Service Center, call us for precertification or preauthorization. Refer to the phone number on the back of your member ID card. **Note:** *this number is different from the Service Center phone numbers listed above.*

Professional claim: You may need to pay upfront for care received from a doctor and/or hospital. Complete a Blue Cross Blue Shield Global Core International claim form and send it with the bill(s) to the Service Center (the address is on the form). You can also submit your claim online. The claim form is available online at www.bcbsglobalcore.com.

In an emergency, go directly to the nearest hospital.



The Blue Cross Blue Shield Global Core program was formerly known as BlueCard Worldwide®.

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