BlueCross BlueShield Global

Blue Cross Blue Shield Global® Traveler

Cision LTD | 2023 Member Guide

This plan provides supplemental coverage for you while on a business trip or business sojourn (leisure trip directly connected before, after or during a business trip) when outside your home country for up to 180 consecutive days.

Your Group Access Code: QHG99999GTCR

Please note, you will need the Group Access Code to register for the GeoBlue Member Hub, mobile app and the telemedicine and pre-departure services.

Have health-related questions before you travel internationally?

Complete a **Pre-Departure Questionnaire** using your Group Access Code and speak with a clinician who can answer your questions.

Need to speak to a doctor?

We've teamed up with Teladoc Health to bring you Global TeleMD™, a telemedicine smartphone app that provides unlimited, 24/7/365 access to doctor consultations by telephone or video. Doctors are available worldwide. **Click here** to learn more.

🌐 Accessing Care Outside the U.S.

What do I do in the event of a medical emergency?

Go immediately to the nearest physician or hospital and then contact us. Once you are safe, you can reach us 24/7/365 for assistance. Collect calls are accepted: **+1-215-798-3714**.

How can I find a provider if I do not want to use telemedicine?

Find participating doctors or facilities via the provider directory on the Member Hub at **www.geo-blue.com** or through the GeoBlue app. You can view physician profiles and contact them directly to schedule an appointment.

After you make your appointment, contact us to provide the doctor's office with the information required to arrange Direct Pay. This is necessary when scheduling follow-up appointments as well. While it's often easier to set up your own appointments, we can help when you are unsure about where to seek care.

Are prescription medications covered?

Benefits are limited to emergency prescriptions that are medically necessary. You may required to pay for any prescription medications up front and submit a claim for reimbursement.*

How do I request Direct Pay?

- Use the GeoBlue app to search for a provider, view their profile and complete a request form
- Visit the Member Hub on **www.geo-blue.com**
- Call GeoBlue at +1-215-798-3714 (collect calls accepted) for immediate assistance

📅 **We suggest requesting Direct Pay at least 48 hours in advance of your appointment.**

🗺 Accessing Care Inside the U.S.

What do I do in the event of a medical emergency?

If you have an emergency, dial 911 or go to the closest emergency room immediately. If you're not sure whether your situation is an emergency, dial 911 and let the operator determine if you need emergency help.

How can I find a provider if I do not want to use telemedicine?

You have access to the Blue Cross Blue Shield network within the U.S., Puerto Rico, and U.S. Virgin Islands. To find a doctor or facility, visit the "Provider Finder" section of the Member Hub on **www.geo-blue.com** or in the app. Call the provider to confirm they are in network and schedule your appointment. At the time of service, you will need to show the provider your ID card and tell them you are covered by Blue Cross Blue Shield. If you receive care from an out-of-network provider, you may need to pay up front and submit a claim for reimbursement with no reduction in coverage or benefits.

Are prescription medications covered?

Benefits are limited to emergency prescriptions that are medically necessary. You may be required to pay for any prescription medications up front and submit a claim for reimbursement.*

📱 Using Your Plan

① Register for the GeoBlue Member Hub and mobile app

Register for the Member Hub or mobile app for convenient access to a wide range of tools and services. The GeoBlue mobile app is available on the Apple App Store or on Google Play.

- Access your Certificate of Insurance for details on your benefits
- Display electronic ID card
- Locate and review profiles of preferred doctors and hospitals inside and outside the U.S.
- Arrange direct payment to your provider
- Access global health and safety tools including medical term translations, medicine equivalents tool, news and safety information
- You can register online at **www.geo-blue.com** or through the GeoBlue mobile app
- You only need to register once, not for every trip. Please note, the same email cannot be registered multiple times
- Registering for the Member Hub or mobile app is not the same as enrollment. Enrollment occurs when you submit a claim.

② Locate your digital ID card

It is important to have your GeoBlue ID card to access healthcare services; you will need to present your ID card whenever you receive medical care. This card can be accessed from multiple sources:

- Your ID card is available in the Member Hub on **www.geo-blue.com** or through the GeoBlue mobile app
- You can display or email your ID card through the app
- Your name is not listed on your ID card because individual enrollment information is only collected if healthcare services are required. When accessing healthcare services, please refer to your group access code above.

③ Submit claims

Visit the "How to File Claims" section of the Member Hub to view detailed instructions and to download a claim form.

Questions? We're here for you 24/7/365 at **+1-610-254-5830** (collect calls accepted)

Brought to you by the international healthcare experts at

GeoBlue®