

How to access care around the world

The Blue Cross Blue Shield Global Core Program gives you benefits when you travel outside the U.S.



If you're outside the U.S. and need care, you can:



Go straight to the nearest hospital in an emergency.



Go to bcbsglobalcore.com to search for a doctor or hospital.



Use the Blue Cross Blue Shield Global Core app to find a doctor or hospital.



Call the Blue Cross Blue Shield Global Core Service Center 24/7 at 1-800-810-2583 (BLUE) or call collect at 1-804-673-1177. They can help you set up doctor visit or hospital stay.

Download the Blue Cross Blue Shield Global Core app today



With the app, you can:

- Search for a doctor or hospital.³
- Get medical terms and phrases for many symptoms translated – and even use an audio feature to play the translation.³
- Get information about how to find and contact a U.S. embassy.



What if I get care which is not coordinated through the Blue Cross Blue Shield Global Core Program?

1. You will need to pay up front in full for your care.
2. Download an international claim form at bcbsglobalcore.com or get a form by calling Member Services at the number on your ID card.
3. Fill out the claim form and send it with the original bills to the Blue Cross Blue Shield Global Core Service Center.

What if I obtain medicine while abroad?

1. You will need to pay up front in full for your medicine.
2. Download a prescription drug claim form at anthem.com/ca by choosing Menu, then selecting Forms under the Support column on the right. The Prescription Drug Claim Form is under Claims.
3. Fill out the claim form and send it with the original bills to Express Scripts at the address on the form.

¹ Blue Cross Blue Shield Association website, *About Blue Cross Blue Shield Association* (accessed January 2016): bcbs.com/about-the-association/.

² Blue Cross Blue Shield Association website, *Blue Facts: Healthcare Coverage Designed For Your Community, Accessible Across The Country* (accessed January 2016): bcbs.com/healthcare-news/press-center/blue-facts.html.

³ Using the BlueCard Worldwide app itself does not require an internet connection. However, using GPS for mapping or downloading an audio translation does require an internet connection.

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

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Who should I call when traveling out of the country?

For medical or pharmacy related assistance, call Blue Cross Blue Shield Global Core Service Center 24/7 at 1-800-810-2583. Services include but are not limited to:

- Finding a doctor, hospital or pharmacy
- Processing a medical or pharmacy claim
- Getting medical terms and bills translated

For travel related assistance, call On Call International's 24/7 Global Response Center at 877-318-6901. Services include but are not limited to:

- Travel assistance including but not limited to emergency travel arrangements, medical evacuation/repatriation, emergency family travel
- Loss of stolen documents
- Assistance in a political or natural disaster

How can On Call International help?

Call the Global Response Center if you experience a medical, personal, travel or safety related problem or crisis when traveling more than 100 miles away from your permanent address, including your campus location. On Call assists during critical emergencies like illness or injury that may result in an evacuation to a location that has adequate care.

Services and Benefits

Medical Assistance	Limits are per Participant, per Event*
Emergency Medical Evacuation	Unlimited benefit, from inadequate to adequate facility
Medical Repatriation	Unlimited benefit, when medically necessary
Return of Remains	Unlimited benefit, in the event of death
Visit by Family / Friend	Up to \$5,000, when you are hospitalized for 3 or more days
Return of Dependent Children	Up to \$5,000, when you are hospitalized or evacuated *this benefit is Per Child
Emergency Return Home	Up to \$2,500, in the event of family member illness or death
Bereavement Reunion	Up to \$2,500, in the event of death
Return of Personal Belongings	Up to \$1,000, in the event of evacuation or death
Travel Assistance	Limits are per Member, per Event
Pre-Trip Information	24/7 access to assistance
24/7 Emergency Travel Arrangements	24/7 access to assistance
Translator and Interpreter Assistance	24/7 access to assistance
Emergency Travel Funds Assistance	24/7 access to assistance
Legal Consultation and Referral	24/7 access to assistance
Lost/Stolen Document Replacement	24/7 access to assistance
Emergency Message Forwarding	24/7 access to assistance
Lost Luggage Assistance	24/7 access to assistance
Security Assistance	Limits are per Member, per Event
Political or Natural Disaster Evacuation and Return Home	Unlimited benefit for evacuation to Safe Haven, includes up to \$5,000 for lodging and return to home or alternate work/study location
Additional Benefits	Limits are per Member, per Event
Emergency Message Forwarding	\$10,000 maximum benefit

Note: Exclusions apply. Please reference the full Participant Handbook for more information.

On Call must always arrange and pay for all services; services are not reimbursable on a pay and claim basis.

On Call International One Delaware Drive Salem, NH 03079 • 24/7 Global Response Center • 877 318 6901 • +1 603 328 1909 •
mail@oncallinternational.com

