



BCBS GLOBAL CORE Healthcare Coverage Wherever You Go

International medical coverage for world travelers.

As a Blue Cross and Blue Shield of Kansas City (Blue KC) member, you take your healthcare benefits with you when you are abroad. Through the Blue Cross Blue Shield Global Core program, you have access to doctors and hospitals around the world.

To take advantage of the program:

- Always carry your current Blue KC member ID card.
- **Before you travel, contact Blue KC for coverage details. Coverage outside the United States may be different.**
- If you need to locate a doctor or hospital, call the Service Center for Blue Cross Blue Shield Global Core (see number 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 Service Center (see number 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 (non-covered 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 Blue KC for precertification or preauthorization. Refer to the phone number on the back of your member ID card. Note: This number is different from the phone number listed below.



- For outpatient and doctor care or inpatient care not arranged through the Service Center, you may need to pay upfront. 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 or through the Blue Cross Blue Shield Global Core mobile app. The claim form is available from Blue KC or online at www.bcbsglobalcore.com.

In an emergency, go to the nearest hospital.

To learn more about Blue Cross Blue Shield Global Core:

- Visit www.bcbsglobalcore.com.
- Download and use the Blue Cross Blue Shield Global Core mobile app. (Rates from your wireless provider may apply)
- Call Blue KC Customer Service. (Phone number on Blue KC member ID card)
- Call the Service Center at **1-800-810-2583**, 24 hours a day, seven days a week.

TheBlueCard[®]
Now, Home Is Where The Card Is[®]

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

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CARE	CONTACT GLOBAL CORE SERVICE ¹	PAYMENT FOR SERVICES	CLAIM SUBMISSION	SERVICE REIMBURSEMENT
Inpatient				
In-Network Hospital	YES	Most cases are arranged through Global Core Service Center. Member cost share only ² .	When arranged through Global Core Service Center, the in-network hospital should submit the claim on the member's behalf.	When a claim is submitted by the facility, payment will be made by Global Core (Blue KC) directly to the facility.
Out-of-Network Hospital	YES	You will likely pay upfront ³ .	You will submit claim ⁴ .	Reimbursement for services paid upfront will be made to you ⁵ .
Out-Patient				
In-Network Facility	YES	You will likely pay upfront.	You will submit claim ⁴ .	Reimbursement for services paid upfront will be made to you ⁵ .
Out-of-Network Facility	YES	You will likely pay upfront.	You will submit claim ⁴ .	Reimbursement for services paid upfront will be made to you ⁵ .
Provider Office				
In-Network or Out-of-Network Provider	YES	You will likely pay upfront.	You will submit claim ⁴ .	Reimbursement for services paid upfront will be made to you ⁵ .

¹ When seeking care from an in-network or out-of-network hospital, contact the Global Core Service Center as soon as possible to determine service payment arrangements. If you need care, contact the Global Core Service Center to identify an in-network hospital or provider or a recommended out-of-network location. An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospitalization if necessary.

² If inpatient care is not arranged through the Global Core Service Center, you may need to pay upfront with an In-Network Hospital for inpatient services.

³ A limited number of out-of-network hospitals may make payment arrangements with Global Core for inpatient services.

⁴ Complete the Global Core claim form and send with medical bills to Global Core Service Center (address on form). The Global Core claim form can be found at www.bcbsglobalcore.com.

⁵ Reimbursement options are available on the claims form (ex: check, electronic funds transfer, etc.).