

## Blue Cross Blue Shield Global® Core FAQs

### BCBS Global Core Overview

Blue Cross Blue Shield Global® Core is a medical assistance program connecting members traveling or living outside the United States, Puerto Rico and the U.S. Virgin Islands to a network of hospitals and healthcare professionals around the world.

Under this program, members can contact the Medical Assistance Vendor Service Center (Service Center) to receive assistance with claims support, referrals to providers, translation services, and medical monitoring 24 hours a day, 365 days a year.

### 1. Why should I contact the Medical Assistance Vendor Service Center prior to receiving services?

The Service Center aids not only with emergent/urgent care, but also with coordination of routine care and other services, on behalf of the member, when he/she lives abroad. Examples of services include, but are not limited to:

- Providing interpretation services for the member and physician.
- Contacting Excellus BlueCross BlueShield for eligibility and plan benefits and to request a benefit level payment guarantee.
- Attempt to secure a cashless access arrangement for the member, when available.

### 2. How do I contact the Medical Assistance Vendor?

You may contact the Service Center by calling 800-810-BLUE. Select the prompt for Blue Cross Blue Shield Global Core. Please be sure to have your member card ready. You may also call 804-673-1177, which will accept collect calls. You may also request assistance by e-mail: [customerservice@bcbsglobalcore.com](mailto:customerservice@bcbsglobalcore.com).

### 3. How do I know if the provider is contracted or not?

Members may use the BCBS Global Core app or the Excellus BCBS website to find a contracted provider. It is important to note the following:

- Providers listed as “Network Provider” are contracted to accept a cashless access arrangement, if the member uses the Service Center to coordinate/arrange care.
- If the provider is not listed as “Network Provider,” the Service Center will still attempt to secure a cashless access arrangement. If they’re unable to do so, the member may need to pay for services up-front.
- Final payment determination for services will be based on medical necessity review and the members contracted benefits.

#### 4. Will I need to submit a claim? If so, what's the process?

You will not need to submit a claim if you are seeking services from a contracted provider. For non-contracted providers, you will need to submit a completed Blue Cross Blue Shield Global Core International Claim Form for reimbursement. This can be found on our website (ExcellusBCBS.com) or the BCBS Global Core app.

When submitting your claim, please be sure to include an itemized statement (see details in #5) AND proof of payment (e.g. credit card receipt). Submit your claim to the Service Center, using one of the submission methods below.

Mail:	Email:	Website:
Service Center P.O. Box 2048 Southeastern, PA 19399	claims@bcbsglobalcore.com	www.bcbsglobalcore.com

#### 5. What needs to be included on the itemized statement?

- Patient's name
- Date of service
- Description of service(s) provided
- Cost of the service
- Diagnosis
- Date(s) services were received
- Name of drug and its strength (if applicable)

Note: If there is any missing or invalid information in your request, the Service Center will contact you to make any necessary corrections. Your claim will not be processed until the necessary information has been received.

#### 6. What can I expect after my claim is submitted?

The Service Center will review your claim to ensure all necessary information was received and to match the request with any existing benefit level payment guarantee. The Service Center will then forward your claim to Excellus BCBS. After reviewing for medical necessity, Excellus BCBS will then apply the benefit according to the terms of your plan. If there was a cashless access arrangement, the provider will be paid. If there was no agreement and you paid for services up-front, payment and your explanation of benefits will be sent directly to you by Excellus BCBS.

For any claim questions or concerns, please contact the Customer Care number, listed on the back of your member card.