

Blue **Cross Blue Shield (BCBS) Global Core** is a program that enables BlueCross BlueShield Plan members traveling or living abroad to access medical assistance services, doctors and hospitals in more than 200 countries and territories around the world. GeoBlue is the current medical assistance vendor working with the BCBS Global Core program.

- BCBS Global Core is an access service. The primary focus of the program is to coordinate cashless access for **inpatient admissions**. Note: Cashless access means the member does not have to make payment for the entire claim at the time of service.
- Professional providers may not be participating and expect payment at the time of service.
- Per Excellus decision, all foreign claims are processed as in-network.
 - This means that even when the member needs to pay at the time services are rendered, we will process those claims following their in-network benefit

How BCBS Global Core Works:

Type of Care	Process
Emergency Care	<ul style="list-style-type: none"> • In emergency situations, direct the member to the nearest hospital.
Non-Emergency Care	<ul style="list-style-type: none"> • Members should contact GeoBlue, the medical assistance vendor, at 1-800-810-BLUE (2583) or collect at 804-673-1177. • Member may speak with a nurse, or if the member wishes to see a provider, an assistance coordinator will provide a referral. • GeoBlue can facilitate a hospitalization or arrange appointments with physicians.

<p>Inpatient Hospital Care</p>	<ul style="list-style-type: none"> • Refer the member or a family member to GeoBlue at 1-800-810-BLUE (2583) or collect at 804-673-1177 • Cashless access and direct billing can be arranged with the inpatient provider <p>Note: After a member contacts GeoBlue, GeoBlue will send a Guarantee of Payment General Inquiry to verify benefits and eligibility.</p>
<p>Outpatient care and doctor visits</p>	<ul style="list-style-type: none"> • Member pays the provider directly and files a claim.
<p>Dental</p>	<p>See Dental Foreign Claims</p>
<p>Medicaid Managed Care (MMC)</p>	<p>Emergency: If you are a MMC member, and you travel outside of the United States, you can get urgent and emergency care only in the District of Columbia, Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Islands and American Samoa. If you need medical care while in any other country (including Canada and Mexico), you will have to pay for it.</p> <p>Non-Emergency: There is no coverage available for non-emergency care.</p>
<p>IMGP & Medicare (For Classic Blue Secure – see below)</p>	<p>Under On and Off- Exchange Individual Market products, there is no coverage for non-emergent care or treatment provided outside of the United States and its territories.</p> <p>For all Medicare Advantage and Supplement Policies, excluding Classic Blue Secure, there is no coverage for non-emergent care provided outside of the United States and its territories.</p>

Member Claim Filing Instructions:

Note: Members do not have to have foreign claims (itemized bills that are in a language other than English) translated to English before submitting to us for consideration. Claims has a procedure for how to handle claims received in languages other than English.

- **Important Note:** Foreign claims greater than \$250 require the following items before they will be considered for payment:
 - A completed International Claim Form;
 - Itemized Bill and;
 - Proof of Payment: Please note, proof of payment MUST be a credit card receipt, cancelled check or bank statement.
- Print and complete an International Claim Form
- Attach it to an itemized statement from the foreign provider including:
 - patient's name
 - the date of service
 - a description of the service provided
 - the cost of the service
 - the diagnosis
 - date of the service date
 - prescription drug charges: must contain the name of the drug and its strength.

Note: GeoBlue returns claim submissions to the member in the following situations

- Required information is missing (e.g., signature, diagnosis)
 - Member did not submit an international claim form
 - Member submitted an Excellus claim
- To resolve a returned claim from GeoBlue, the member must provide/correct the submission and re-submit to the Global Core Service Center.
- Claims may be submitted via mail or e-mail

Address to:

Blue Cross Blue Shield Global Core Service Center
P.O. Box 2048
Southeastern, PA 19399 USA

E-mail to claims@bcbsglobalcore.com

Advise members to keep a copy of the sent e-mail for their records.

Foreign Claim Exclusions

- Dental foreign claims
- Military base claims
- U.S. Virgin Islands (Saint Croix, Saint John and Saint Thomas)
- Puerto Rico claims
- Cruise Ship claims
- Pharmacy foreign claims (member must separately to the pharmacy vendor)
- Vision hardware claims

International Emergencies

Member calls and advises that they had an Emergency Inpatient Admission:

- Outside the U.S., refer to GeoBlue at 1-804-673-1177
- Inside the U.S., refer to 1-800-810-BLUE (2583)

Provider calls to report an Emergency Inpatient Admission:

- Outside the U.S., refer to GeoBlue at 1-804-673-1177.
- Inside the U.S., refer to 1-800-810-BLUE (2583)