

How to access emergency care around the world

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

If you're outside the U.S., you can use the **Blue Cross Blue Shield Global Core Program**. It gives you access to preferred doctors and hospitals in nearly 190 countries and territories around the world.¹



Need care outside the U.S.? You can:



Go straight to the nearest hospital in an emergency.



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

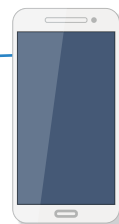


Use the Blue Cross Blue Shield Global Core app to find a doctor or hospital.



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 a 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.²
- Submit claims.
- Get medical terms and phrases for many symptoms translated – and even use an audio feature to play the translation.²
- Find a drug's generic name, local brand name and check whether it's available.
- Get information about how to find and contact a U.S. embassy.



¹ GeoBlue website, More than 20 years as a leader in international healthcare (accessed March 2017): about.geo-blue.com.

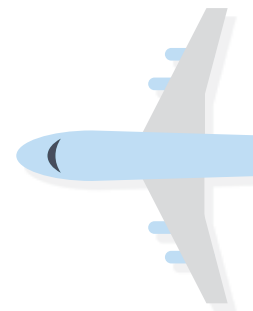
² Using the Blue Cross Blue Shield Global Core app itself does not require an internet connection. However, using GPS for mapping or downloading an audio translation does require an internet connection (accessed March 2017): bcbsglobalcore.com/Home/MobileApp/#features.

Blue Cross Blue Shield Global Core Program

If you need inpatient care, call the Service Center (see number below) to arrange direct billing and guarantee of payment. In most cases, you should not need to pay upfront for inpatient care except for the out-of-pocket expenses (noncovered services, deductible, and coinsurance) you normally pay. The hospital should submit the claim on your behalf.

**Call the Service Center at 1.800.810.2583
or collect at 1.804.673.1177, 24 hours a day,
seven days a week.**

If you're unable to arrange payment beforehand, GeoBlue has developed an eClaims process for the BCBS Global Core program that allows you to complete a claim form online or upload a completed claim form. The process will validate your information, reducing incorrect or partially completed forms. The process will be available on the web (www.bcbsglobalcore.com) and in the BCBS Global Core mobile app.



You can obtain the BlueCard Worldwide claim form by:

- Calling Anthem
- Calling the BCBS Global Core
- Downloading it from www.bcbsglobalcore.com

You may submit BlueCard Worldwide claims to: BlueCard Worldwide Service Center, P.O. Box 261630 Miami, FL 33126 USA, or to claims@bluecardworldwide.com.

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

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