

## “What do I do if I need medical care in a foreign country?”

**In an emergency, go directly to the nearest hospital.**

For Assistance: **Call collect at 1.804.673.1177**

Always carry your current Blue Plan ID card with you.

If you need to locate a doctor or hospital, or need medical assistance services, call the BlueCard Worldwide Customer Service collect at 1.804.673.1177, 24 hours a day, 7 days a week. An assistance coordinator, in conjunction with a medical professional, will help you arrange a physician appointment or hospitalization, if necessary.

To use the BlueCard Worldwide program, when traveling or living abroad. Please follow these steps:

### **For Inpatient Hospital Care:**

If you call the BlueCard Worldwide customer service number collect, in advance of receiving services at 1.804.673.1177, in most cases you should not need to pay upfront for inpatient care at participating BlueCard Worldwide hospitals except for the out-of-pocket expenses (non-covered services, deductible, co-payment and co-insurance) you normally pay.

The hospital should submit your claim on your behalf.

### **For Physician Office Visits or Prescription Drugs, or any other Outpatient care:**

You will need to pay the healthcare provider for your services and submit an international (or pharmacy) claim form with original bills to the appropriate address listed below.

## “How do I file a claim?”

To seek reimbursement for your out of pocket expenses, complete a BlueCard Worldwide claim form and send it (either by mail or email) with your bill(s) to the BlueCard Worldwide Service Center. **Don't forget to sign the claim form before submitting for reimbursement.**

### **For medical claims**

Via mail: Send claim form and all bills to:

BlueCard Worldwide Service Center  
P.O. Box 261630  
Miami, FL 33126 USA

Via email: Send claim form and bills to:

claims@bluecardworldwide.com

International claim forms are available online at [www.BCBS.com/bluecardworldwide](http://www.BCBS.com/bluecardworldwide)

### **For pharmacy claims**

Complete a Prescription Drug Claim form

Via mail: submit claim form with receipts to:

Prime Therapeutics  
P.O. Box 14624  
Lexington, KY 40512-4624

Pharmacy claim forms are available to download online at [www.bcbsil.com](http://www.bcbsil.com). You must be logged in as a member.

## **“How can I receive my money from BlueCross BlueShield?”**

### **Medical Claims**

#### **Physician office visits or non-participating hospital stays**

Section 5 of the medical claim form allows you to decide how you want to receive your money. For physician office visits or for non-participating hospital stays where you have paid for your services, you can elect to receive your money in the local currency or US dollars. You can elect to have the money wired directly to your bank account, receive a check or have the provider paid directly.

Complete the information based on your preference of reimbursement, in section 5 of the medical claim form.

### **Pharmacy Claims**

All reimbursements for pharmacy claims will be sent via check, **as wire transfers are not an option**. If you want to deposit your check into a US bank account, it is best to make arrangements with a friend or family member before you leave the US to have the checks received and deposited into your bank account. Otherwise the checks will be mailed to the address on your claim form.

## **“Has My Claim Been Processed?”**

You can track your claim processing and receive important information by logging into your BlueCross BlueShield account at [www.bcbsil.com](http://www.bcbsil.com). Use your member information from your ID card to create a log-on name and password. You can monitor your claim activity by clicking on the [Visits and Claims](#) tab at the top of the page.

For additional information call the Customer Service number on the back of your ID card.