Traveling outside of the country?

Here’s how you can access care abroad with the BlueCard Program

When you travel abroad, you can rest assured that you have access to healthcare providers under the BlueCard® Program. BlueCard links participating healthcare providers with independent Blue companies to more than 200 countries and territories worldwide – all through an electronic network for claims processing and reimbursement.

Having access to doctors and hospitals around the world makes it convenient when you need medical services, especially if an emergency occurs while you’re traveling. (Please note that Medicare does not cover services outside the United States.)

Follow the steps below to access care outside the United States:

**Before you travel**

- **Know what’s covered** by reviewing the Evidence of Coverage and Disclosure form for your plan before you go, so you’re familiar with your health benefits.

- **Carry your Blue Shield member ID card** and keep it handy.

- **Keep the BlueCard Worldwide Service Center phone number with you** in case you need medical services. Make sure to notify the BlueCard Worldwide Service Center when you are admitted and provide your patient and hospital information by calling (804) 673-1177, 24 hours a day, seven days a week.

- **Be prepared** to make payment at the time of service. Just follow the steps below to submit claims for reimbursement.

- **Find a provider** by locating a doctor or hospital near your travel destination. Just call the BlueCard Worldwide Service Center, or visit www.bluecardworldwide.com.

blue of california
blueshieldca.com

search. submit. smile.
How to submit claims for reimbursement

• **Access the BlueCard Worldwide International Claim Form** by logging in to your profile online at blueshieldca.com. Once you log in, locate Member Resources on the right-hand side, click on Download Forms, and then BlueCard Worldwide International Claim Form. You can also call Member Services at (800) 898-7807, Monday through Friday, 7 a.m. to 7 p.m. On the form, be sure to include:
  - Diagnosis.
  - Description of service(s), provider name and address, country where services were rendered.
  - Billed amounts in foreign currency or U.S. dollars.
  - Proof of payment such as a credit card receipt.
  - Medical reports in English, including ambulance trip report, emergency room report, admitting history, surgical procedure, etc.

  **TIP:** Ask your provider for copies of the medical records before you leave. Request documentation in English, if possible, or get forms translated to English before submitting your claim. There are several online translation services such as www.freetranslation.com and www.translate.google.com that you can use. Universities, consulates, and embassies also offer translation assistance.

• **For inpatient stay,** attach an itemization of ALL charges.

Submit claim with all supporting documentation to:
P.O. Box 272550
Chico, CA 95927-2550