

## Blue Cross Blue Shield Global Products Provide Members with Covered Medical Services in the U.S. via BlueCard

Globally mobile populations are able to enjoy the benefits of coverage through the suite of Blue Cross and Blue Shield Global<sup>®</sup> products. These products are sold by GeoBlue<sup>®</sup> and Bupa Global, leading international health care companies and independent licensees of the Blue Cross and Blue Shield Association (BCBSA). These companies provide **comprehensive medical coverage in the U.S. and abroad to support people who live, work, and travel internationally.**

Blue Cross and Blue Shield companies, including Florida Blue, have worked for years with GeoBlue and Bupa, to provide the largest health care networks in the world for international health insurance customers. Delivering a robust portfolio of Blue Cross Blue Shield Global products for Expatriates, Travelers, Students, and Globalists who count on the stability of the BCBS network. **These members have access to covered medical services in the United States through BlueCard<sup>®</sup> in all 50 states, Puerto Rico, and U.S. Virgin Islands.**

### What this means for you

It is important to know, GeoBlue, Bupa, and Blue Cross Blue Shield Global<sup>®</sup> (BCBS Global, BC Global, BS Global) plan members seeking medical services must be **treated the same as domestic BCBS plan members are treated under the BlueCard program.**

Active members are covered in the United States or international locations. For members who present with a GeoBlue, BCBS Global (BC Global, BS Global), or other international-based BCBS plan cards, please remember to:






- 1) **Verify patient eligibility and benefits.** Please contact the number on the back of the identification card.
- 2) Be sure you **do not collect any payment** from the member **beyond their cost-sharing amounts** such as deductible, coinsurance, and co-payment.
- 3) **Submit claims per the claim filing instructions on the back of the member's ID card.**

### How to recognize GeoBlue, BCBS Global, and international-based plan members

The member ID cards display the BCBS Licensees' logo on the front and back, and the **suitcase logo** on the front, as shown in the samples below.

#### GeoBlue and BCBS Global Portfolio:

GeoBlue and Blue Cross Blue Shield Global brands may include a Cross and Shield logo, a Cross-only logo or a Shield-only logo, depending on where the global health plan was purchased.

	<b>Explorer Premier</b>  XP-5000-NRX		<a href="http://www.geobluetravelinsurance.com">www.geobluetravelinsurance.com</a> <b>24/7 Member Services</b> Outside the U.S. <b>+1.610.254.5850</b> Toll Free Within the U.S. <b>1.855.481.6647</b> customerservice@geo-blue.com <b>24/7 Medical Assistance Including Evacuation</b> Collect Calls Accepted <b>+1.610.254.8771</b> globalhealth@geo-blue.com <b>Prescription/Pharmacy Information</b> Pharmacy Help Desk <b>1.800.788.2910</b>
Jane E Demo QHF999999999H	Group No. <b>99990483</b> BIN <b>610020</b> Coverage Dates <b>15-Apr-2016 - 14-Apr-2017</b>	Copay in Network, Inside U.S. <b>\$30</b> Copay in Network, Outside U.S. <b>\$0</b> Copay Out of Network, Outside U.S. <b>\$40</b>	Members: See benefit booklet for services covered by your plan. Possession of this card does not guarantee eligibility for benefits. Medical claims incurred Inside the U.S., Puerto Rico, and U.S. Virgin Islands Hospitals or Physicians: file claims with local Blue Cross and/or Blue Shield Plan Members: See benefit booklet for claims filing procedures or visit <a href="http://www.geobluetravelinsurance.com">www.geobluetravelinsurance.com</a> . Claims incurred Outside the U.S., Puerto Rico, and U.S. Virgin Islands and all Dental and Rx claims File all claims with GeoBlue, Claims Department P.O. Box 1748, Southeastern, PA 19399-1748, USA. Visit <a href="http://www.geobluetravelinsurance.com">www.geobluetravelinsurance.com</a> for instructions. Medical benefits underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, IL, an independent licensee of the Blue Cross and Blue Shield Association.
 			

**BlueCross BlueShield Global**

Member Name: \_\_\_\_\_ Employer Group Name: \_\_\_\_\_

Member ID. \_\_\_\_\_ Employer Group No. \_\_\_\_\_

Rx Group No. \_\_\_\_\_  
BIN \_\_\_\_\_  
PCN: \_\_\_\_\_

**U.S. ONLY** 

**BlueCross BlueShield Global**

[www.bupaglobalaccess.com](http://www.bupaglobalaccess.com)

U.S. Customer Service **+1 786-257-4741**  
U.S. Customer Service Toll Free **+1 844-369-3797**  
Providers Inquiries & Precertification **+1 844-369-3099**

Evacuation/Repatriation (if included): **+44 1273 333911**  
Prescription/Pharmacy Information and Pharmacy Help Desk **+1 855-767-1864**


Members: See benefit booklet for services covered by your plan. Possession of this card does not guarantee eligibility for benefits.

Underwritten and/or administered by Bupa or its Designated Affiliate, independent licensees of the Blue Cross Blue Shield Association.

Blue Cross Blue Shield Global is a brand owned by the Blue Cross and Blue Shield Association.


Process claims through Pharmacy Data Management (PDM)

U.S. Service Center  
Palmetto Bay Village Center  
17901 Old Cutler Road, Suite #400  
Palmetto Bay, FL 33157  
Email: [info@bupaglobalaccess.com](mailto:info@bupaglobalaccess.com)

BIN-BCBS-CARD-PRINT-1603V1  Pharmacy benefits administrator.

**BlueCross BlueShield Global**

Kelly Smith  
Kelly-Smith  
QFK9000111G

**U.S. ONLY** 

**BlueCross BlueShield Global**

**Hospitals or Physicians:** file claims with local Blue Cross and/or Blue Shield Plan.

Underwritten and/or administered by Ontario Blue Cross, an independent member of the Canadian Association of Blue Cross Plans (CABCP). GeoBlue® provides administrative services only in the U.S. and does not assume any financial risk or obligation with regards to claims. Benefit determination and travel assistance services are provided by CanAssistance on behalf of Ontario Blue Cross.

Blue Cross Blue Shield Global® is a Brand owned by the Blue Cross Blue Shield Association and brought to you by the international healthcare experts at GeoBlue.

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association.

**Member Services**  
Travel Assistance **1.800.XXX.XXXX**

**Provider Services**  
Pre-Authorization **1.833.XXX.XXXX**

Ontario Blue Cross is an independent member of the Canadian Association of Blue Cross Plans, a licensee of the Blue Cross and Blue Shield Association.

**Shield-only ID Cards:**

**BlueShield Global**

Member Name: \_\_\_\_\_ Employer Group Name: \_\_\_\_\_

Member ID. \_\_\_\_\_ Employer Group No. \_\_\_\_\_

Rx Group No. \_\_\_\_\_  
BIN \_\_\_\_\_  
PCN: \_\_\_\_\_

**U.S. ONLY** 

**BlueShield Global**

[www.bupaglobalaccess.com](http://www.bupaglobalaccess.com)

U.S. Customer Service **+1 786-257-4741**  
U.S. Customer Service Toll Free **+1 844-369-3797**  
Providers Inquiries & Precertification **+1 844-369-3099**

Evacuation/Repatriation (if included): **+44 1273 333911**  
Prescription/Pharmacy Information and Pharmacy Help Desk **+1 855-767-1864**

Members: See benefit booklet for services covered by your plan. Possession of this card does not guarantee eligibility for benefits.

Underwritten by Bupa or its Designated Affiliate, independent licensees of the Blue Cross Blue Shield Association.

Blue Shield Global is a brand owned by BCBSA.

Process claims through Pharmacy Data Management (PDM)

U.S. Service Center  
Palmetto Bay Village Center  
17901 Old Cutler Road, Suite #400  
Palmetto Bay, FL 33157  
Email: [info@bupaglobalaccess.com](mailto:info@bupaglobalaccess.com)

 Pharmacy benefits administrator.

**Cross-only ID Cards:**

**BlueCross Global**

Group No. **99990483**  
BIN **610020**  
PCN **PDMI**

Copy Deductible Out of Pocket Max

In Network / Out of Network  
\$0/\$0  
\$0/\$0  
\$0/\$1,000

**U.S. ONLY** 

**BlueCross Global**

[www.geo-blue.com](http://www.geo-blue.com)

**24/7 Member Services**  
Toll Free Within the U.S. **1.888.304.8898**  
Outside the U.S. **+1.610.230.2406**

**24/7 Provider Services**  
Toll Free Within the U.S. **1.855.282.3517**  
Pre-Authorization in U.S. **1.800.952.3404**

**Prescription/Pharmacy Information**  
Pharmacy Help Desk **1.800.788.2910**

Members: Visit the Member Hub on [geo-blue.com](http://geo-blue.com) to review benefits and applicable healthcare costs. Possession of this card does not guarantee eligibility for benefits.

**Medical Claims incurred inside the U.S., Puerto Rico, and U.S. Virgin Islands**  
Hospitals or Physicians: file claims with local Blue Cross and/or Blue Shield Plan.  
Members: See benefit booklet for claims filing procedures or visit [www.geo-blue.com](http://www.geo-blue.com).

Medical benefits are fully insured by 4 Ever Life Insurance Company, Oakbrook Terrace, IL, an independent licensee of the Blue Cross Blue Shield Association.


Blue Cross Global® is a Brand owned by the Blue Cross Blue Shield Association. This Blue Cross Global product is delivered by the international healthcare experts at GeoBlue®.

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association.

 Pharmacy benefits administrator.

## Additional Examples of ID Card for International Products:

Occasionally, you may also see identification cards from members of our International Territory Licensees. Those Licensees include Blue Cross Blue Shield of Uruguay and Panama. Be sure to check the Florida Blue Provider Manual as the list of International Licensees and products may change. ID cards from these Licensees and for these products will also contain three-character prefixes and may or may not have one of the benefit product logos referenced in the following sections. Here is a *sample* ID card for international members and products.

BlueCross & BlueShield de Uruguay		www.bcbsu.com.uy
MEMBER NAME	Plan	<i>Uruguay</i> Atención al Cliente: (598-2) 707-7575
<b>Member Name</b>	<b>1400</b>	<i>United States (E.E.U.U.)</i> Customer Service: (598-2) 707-7575
MEMBER ID	RPA PREMIUM	Provider Finder: 1-800-810-2583
<b>XYZ 0123456789</b>	Expiration Date: May. 31, 2011	Eligibility: 1-800-676-2583
Plan	PPO	<b>BlueCross &amp; BlueShield de Uruguay</b>
GROUP	URU038	Lord Ponsonby 2456
BC/BS Plan Codes: 154/654		11600 Montevideo, Uruguay
CREDENCIAL PARA USO EXCLUSIVO FUERA DE URUGUAY		An Independent Licensee of the BlueCross and BlueShield Association.

### See BlueCard Manual for additional details

Please refer to the online BlueCard Manual for additional details about the program including submitting claims and obtaining authorizations. To access the manual, log in to Availity at [availity.com](http://availity.com). Select *Florida Blue Payer Spaces, Resources*, and then *Provider Manual BlueCard Program*.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [Availity.com](http://Availity.com).

Florida Blue is an independent licensee of the Blue Cross and Blue Shield Association.

GeoBlue is the trade name of Worldwide Insurance Services, LLC (known as Worldwide Services Insurance Agency, LLC, in California and New York), an independent licensee of the Blue Cross Blue Shield Association, made available in cooperation with Blue Cross and Blue Shield companies in select service areas. GeoBlue is a registered service mark of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Blue Cross Blue Shield Global is a brand owned by the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Bupa Global is a trade name of Bupa, the international health and care company. Bupa is an independent licensee of Blue Cross and Blue Shield Association. For more information about the Blue Cross Blue Shield Global portfolio of products, visit [www.bcbsglobal.com](http://www.bcbsglobal.com).