



# BlueCard Worldwide<sup>®</sup>





When you are a Blue Plan member, you take your healthcare benefits with you when you are abroad. Through the BlueCard Worldwide program, you have access to medical assistance services and doctors and hospitals in more than 200 countries and territories around the world.

Please tear out this card  
and carry it with you  
when you travel overseas.

### **BlueCard Worldwide®**

#### **For healthcare outside of the United States:**

1. Verify your international benefits with your Blue Plan before leaving the United States; benefits may be different outside the country.
2. Always carry your Blue Plan identification card.
3. **In an emergency**, go directly to the nearest doctor or hospital, then call the **BlueCard Worldwide Service Center if hospitalized**.
4. **For non-emergency inpatient medical care**, you must call the BlueCard Worldwide Service Center to arrange cashless access to a BlueCard Worldwide hospital. The Service Center can also provide information on doctors.

BlueCard Worldwide Service Center, toll-free:  
1.800.810.2583 or collect: 1.804.673.1177.

5. Call your Blue Plan for pre-certification/  
pre-authorization, if required. Refer to the  
phone number on the back of your ID card.



# BlueCard Worldwide<sup>®</sup>

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

To take advantage of the BlueCard Worldwide program, whether you are traveling or living abroad, please follow these steps:

1. Before you leave, contact your Blue Plan for coverage details. Coverage outside the United States may be different.
2. Always carry your current Blue Plan ID card.
3. *In an emergency, go directly to the nearest hospital.*



4. If you need to locate a doctor or hospital, or need medical assistance services, call the [BlueCard Worldwide Service Center at 1.800.810.BLUE \(2583\)](#) or call collect at [1.804.673.1177](#), 24 hours a day, seven days a week. An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospitalization, if necessary.
5. [Call the BlueCard Worldwide Service Center at 1.800.810.2583 or collect at 1.804.673.1177 when you need inpatient care.](#) 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. In addition to contacting the BlueCard Worldwide Service Center, call your Blue Plan for pre-certification or pre-authorization. You can find the phone number on your Blue Plan ID card. Note: this number is different from the phone number listed above.
6. [You will need to pay upfront for care received from a doctor and/or non-participating hospital.](#) Then complete a BlueCard Worldwide claim form and send it with the bill(s) to the BlueCard Worldwide Service Center (the address is on the form). The claim form is available from your Blue Plan, on line at [www.BCBS.com/bluecardworldwide](#), or the BlueCard Worldwide Service Center.



## To learn more about BlueCard Worldwide:

- ◆ Call your Blue Plan.
- ◆ Visit [www.BCBS.com/bluecardworldwide](http://www.BCBS.com/bluecardworldwide).
- ◆ Call the BlueCard Worldwide Service Center at 1.800.810.2583 or collect at 1.804.673.1177.





## "How do I file a claim?"

To file a claim please do the following:

1. If the BlueCard Worldwide Service Center arranged your hospitalization, the hospital will file the claim for you; you will need to pay the hospital for the out-of-pocket expenses you normally pay.
2. For outpatient and doctor care, or inpatient care not arranged through the BlueCard Worldwide Service Center, you will need to pay the healthcare provider and submit an international claim form with original bills to the Service Center.
3. International claim forms are available from your Blue Plan, the Service Center or online at [www.BCBS.com/bluecardworldwide](http://www.BCBS.com/bluecardworldwide).

BlueCard Worldwide Service Center, toll-free:  
1.800.810.2583 or collect: 1.804.673.1177

## Important

Call the BlueCard Worldwide Service Center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177 to locate doctors and hospitals, or obtain medical assistance services when outside the United States.

Blue Cross, Blue Shield, the Blue Cross and Blue Shield symbols, BlueCard and BlueCard Worldwide are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

**TheBlueCard**<sup>®</sup>  
Now, Home Is Where The Card Is<sup>®</sup>



*An independent licensee of the Blue Cross & Blue Shield Association*

4510 13th Avenue South  
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**1-800-342-4718**  
[www.BCBSND.com](http://www.BCBSND.com)