Healthcare coverage wherever you go.

When you are a Blue℠ member,you take your healthcare benefits with you when you are abroad. Through the BlueCard Worldwide Program, you have access to medical assistance services, doctors and hospitals around the world.

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 identification card.
3. In an emergency, go directly to the nearest hospital. If hospitalized, call the BlueCard Worldwide Service Center.
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: 1.800.810.2583 or collect: 1.804.673.1177.
5. Call your Blue Plan for precertification/ preauthorization, if required. Refer to the phone number on the back of your Blue ID card.

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.

TheBlueCard®
Now, Home Is Where The Card Is®

N-11-187

BlueCard Worldwide®

Healthcare coverage when you are traveling or living abroad.

"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℠ 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 BlueCard Worldwide hospitals except for the out-of-pocket expenses (noncovered services, deductible, copayment and coinsurance) 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 precertification or preauthorization. Refer to the phone number on the back of your Blue ID card. *Note: this number is different from the phone number listed above.*
6. You may need to pay upfront for care received from a doctor and/or hospital. Then complete a BlueCard Worldwide International 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, online 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.
- Call the BlueCard Worldwide Service Center at 1.800.810.2583 or collect at 1.804.673.1177.

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

"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 health-care provider and submit a BlueCard Worldwide International claim form with original bills to the BlueCard Worldwide Service Center.
3. International claim forms are available from your Blue Plan, the Service Center or online at www.bcbs.com/bluecardworldwide.

   BlueCard Worldwide Service Center:
   1.800.810.2583 or collect:1.804.673.1177

BlueCard Worldwide®
International Claim Form

BlueCross® BlueShield®

Blue Cross and Blue Shield Plans are independent licensees of the Blue Cross and Blue Shield Association.

Please see the instructions on the reverse side of this form before completing. Please type or print.

Send completed form to: BlueCard Worldwide Service Center or claims@bluecardworldwide.com
P.O. Box 261630
Miami, FL 33126 USA

1. Patient Information — 1A. Alpha prefix Identification number

Copy this from your Blue Cross Blue Shield identification card.

1B. Patient's name (First, middle initial, last)	1C. Patient's date of birth MM/DD/YYYY / /	1D. Patient's sex ☐ Male ☐ Female
1E. Name of subscriber (First, middle initial, last)	1F. Subscriber's date of birth MM/DD/YYYY / /	1G. Patient's relationship to subscriber ☐ Self ☐ Spouse ☐ Child
1H. Subscriber's current mailing address (Street, city, state, and country or ZIP code)		1I. Patient's e-mail address

2. Other Health Insurance — Is the patient covered under other health insurance, including Medicare A or B? ☐ Yes ☐ No

If yes, complete 2A through 2K below.

2A. Name and address of other insuring company

2B. Type of policy ☐ Family ☐ Individual	2C. Effective date MM/DD/YYYY / /	2D. Termination date MM/DD/YYYY / /	2E. Policy or identification number of other coverage
2F. Type of coverage Medical: ☐ Yes ☐ No Hospital: ☐ Yes ☐ No Mental illness: ☐ Yes ☐ No		2G. Name of subscriber	2H. Date of birth MM/DD/YYYY / /
2I. Employer of subscriber		2J. Employment status ☐ Active employee ☐ Retired employee	

2K. If patient is covered under Medicare, complete the following: Medicare Part A: ☐ Yes ☐ No Effective date _____ Medicare Part B: ☐ Yes ☐ No Effective date _____

3. Diagnosis — 3A. Describe illness, injury, or symptoms requiring treatment and onset date of symptoms or injury.

3B. Was patient's treatment due to a work-related accident or condition? ☐ Yes ☐ No

3C. Complete for care related to accidental injuries

Date of accident _____ Location: ☐ At home ☐ Auto ☐ Other _____

Time of accident _____ *If the accident was caused by someone else, attach a statement describing the accident.*

4. Charges — Use a separate line to list each type of service or provider and attach itemized bills for all services.

4A. Name and address of provider making charge	4B. Type of provider	4C. Description of service	4D. Dates of service or purchase	4E. Charges

5. Payee — Select one of the following payment options:

5A. ☐ Make payment to subscriber; provider has been paid.

1. **Currency** – Please check your preference for payment: ☐ **Currency on itemized bill(s)** ☐ **U.S. dollars**
2. **Payment Method** – Please select your preference for how to receive your payment: ☐ **Check** (Provide current telephone number) _____

☐ **Bank Wire.** If you want to receive a bank wire provide the following:

Subscriber name as it appears on bank account: _____ Bank name: _____

Bank's Physical Address: _____

Account # /IBAN: _____ Routing # / ABA / BIC / SWIFT: _____

5B. ☐ Make payment to provider (hospital, doctor), if appropriate. Please complete and sign to authorize direct payment to provider.

I, the undersigned, authorize and request payment for benefits due herein to be made to the following provider of services, if such direct payment is deemed appropriate by Blue Cross and Blue Shield:

Name of provider _____ Signature of subscriber or spouse _____ Date _____

6. Signature —

I certify the above is complete and correct and that I am claiming benefits only for charges incurred by the patient named above. Authorization is hereby given to any provider of service, that participated in any way in the patient's care, to release to the subscriber's Blue Cross and Blue Shield Plan and its business associates in any country any medical or other personal information that they deem necessary to provide service or adjudicate this claim, recognizing that applicable law concerning personal information may differ among countries. Authorization is also given to the subscriber's Blue Cross and Blue Shield Plan and its business associates in any country to collect, use or release any medical or other personal information that they deem necessary to provide service, adjudicate a claim or as otherwise described in such Blue Cross and Blue Shield Plan's Notice of Privacy Practices.

Signature of subscriber or patient _____ Date _____

General Information

- The BlueCard Worldwide International Claim Form is to be used to submit institutional and professional claims for benefits for covered services received outside the United States, Puerto Rico and the U.S. Virgin Islands.
- **For other claim types (e.g., dental, prescription drugs), contact your Blue Cross and Blue Shield Plan for filing instructions.**
- Please complete all fields. If the information requested does not apply to the patient, indicate N/A (Not Applicable).
- Please attach receipts and medical records, if available.
- Please keep photocopies of all documentation for your personal records.

Itemized Bill Information

Each provider's original itemized bill must be attached and must contain:

– The letterhead indicating the name and address of the person or organization providing the service

– The full name of the patient receiving the service

– The date of each service

– A description of each service

– The charge for each service in local currency

SPECIAL CARE SHOULD BE TAKEN WHEN COMPLETING THE FOLLOWING FIELDS:

1. Patient Information

1E. Name of subscriber – For check payments, provide your full name (initials are not acceptable).
1H. Subscriber's current mailing address – If check payment is requested, this address will be used. Please provide your physical address (payments cannot be sent to a P.O. Box).

2. Other Health Insurance

If the patient holds other insurance coverage, please complete items A through K as completely as possible. It is especially important to indicate the name and address of the other insurance company and the policy or identification number of that coverage, as well as the name and birth date of the person who holds that policy.

In addition, if the patient is someone other than the subscriber and has received benefits from any other health insurance plan held by reason of law or employment, the Explanation of Benefits Form furnished by the other carrier pertaining to these charges must be included with the claim. A clear photocopy of the other carrier's Explanation of Benefits Form is acceptable in place of the original document.

4. Charges

Please list the attached bills. Although itemized bills from the provider showing a separate charge for each service must be submitted, your listing will enable us to process the claim more quickly. If additional space is needed, please use a separate sheet of paper to list the following information:

4A. Name and Address of provider — as indicated on the bill. Multiple bills from the same provider may be included on the same line, as long as they are for the same type of service.
4B. Type of provider — for example: hospital, nurse, physician, clinic, physical therapist, etc.
4C. Description of service — for example: hospital admission, office visit, x-ray, laboratory test, surgery, etc.
4D. Date of service or purchase — inclusive dates may be indicated for bills containing multiple dates of service.
4E. Charge —as indicated on the bill. If the bill has already been paid, please indicate the date it was paid.

5. Payee

5A. Make payment to subscriber, designation of currency and payment method — 1) Please note that not all forms of currency may be available for payment. In the event that you select payment in a currency that is not available, you will be paid in U.S. dollars. Banks may charge a fee to receive a wire. You may want to investigate fees charged by your bank prior to requesting a wire since you will be responsible for any such fees.

2) For wire payments, provide the bank's physical address (not a P.O. Box). For the account number/IBAN and routing number (ABA / BIC / SWIFT), please contact your bank. Please provide a copy of a voided check or deposit slip so that the bank information can be validated.

5B. Authorization for payment to provider — complete item 5B if you prefer that benefits be paid directly to the provider of service. Direct payment to the provider is at the discretion of Blue Cross and Blue Shield, except where required by law.

6. Signature

The International Claim Form must be signed and dated by the subscriber, spouse, or the patient.

Disclosure Statement

Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.