



BlueCard Worldwide®

As an Anthem Blue Cross and Blue Shield member, you take your health benefits with you when you travel outside the U.S. Through the BlueCard Worldwide® program, you can get help finding doctors and hospitals in more than 200 countries and territories around the world.¹

To learn more about BlueCard Worldwide:

- Call the Customer Service number listed on your ID card.
- Visit bcbs.com/bluecardworldwide.
- Call the BlueCard Worldwide Service Center toll free at **800-810-2583** or collect at **804-673-1177**.



Anthem Blue Cross and Blue Shield is the trade name of: In Colorado and Nevada: Rocky Mountain Hospital and Medical Service, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross and Blue Shield of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin ("BCBSWI"), which underwrites or administers the PPO and indemnity policies; CompCare Health Services Insurance Corporation ("CompCare"), which underwrites or administers the HMO policies; and CompCare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ® ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

Your passport
to health care
outside the U.S.

¹ Blue Cross and Blue Shield Association, *BlueCard and BlueCard Worldwide* (accessed May 2011): bcbs.com/news/press/facts/bluecard.html

BlueCard Worldwide®

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

To use the BlueCard Worldwide program when you are traveling or living outside the U.S., keep these things in mind:

1. Call the Customer Service number listed on your ID card before you leave. Coverage outside the U.S. may not be the same.
2. Always carry your current ID card.
3. Go straight to the nearest hospital in an emergency.
4. Call the BlueCard Worldwide Service Center if you need to find a doctor or hospital, or need help getting care. The number is **800-810-BLUE (2583)**. Or, call collect at **804-673-1177**. Representatives can help you 24 hours a day, seven days a week. A doctor visit or a stay in a hospital will be scheduled for you, if needed.



5. Call one of the numbers listed above if you need inpatient care (24-hour care in a hospital). Usually, you don't have to pay upfront for inpatient care at participating BlueCard Worldwide hospitals. But you do have to pay fees you normally pay. This includes paying for services not covered by your benefits, deductibles, copayments and coinsurance. The hospital should send us your claim for you. For precertification or preauthorization, you should call the Customer Service number listed on your ID card. **Note:** These numbers are not the same as the ones listed above.
6. You will need to pay upfront for care that you got from a doctor and/or nonparticipating hospital. Then, fill out a BlueCard Worldwide claim form and send it with the bill(s) to the BlueCard Worldwide Service Center (the address is on the form). You can get the claim form online at **bcbs.com/bluecardworldwide**, or from the BlueCard Worldwide Service Center.

How do I file a claim?

When filing a claim:

1. If the BlueCard Worldwide Service Center helped you get into a hospital, the hospital will file the claim for you; you will need to pay the hospital for the out-of-pocket fees you normally pay.
2. For outpatient (no overnight stay at a hospital) and doctor care, or inpatient care you did not get through the BlueCard Worldwide Service Center, you will need to pay the doctor or hospital and send an international claim form with original bills to the Service Center.
3. You can get an international claim form by calling the Customer Service number on your ID card or the Service Center or by going online at **bcbs.com/bluecardworldwide**.

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For health care outside of the U.S.:

1. Call the Customer Service number listed on your ID card for coverage details before leaving the U.S.; benefits (the health services we offer) may not be the same outside the country.
2. Always carry your ID card.
3. In an emergency, go straight to the nearest doctor or hospital, then call the BlueCard Worldwide Service Center if you are in the hospital. Call the BlueCard Worldwide Service Center at **800-810-2583**. Or, call collect at **804-673-1177**.
4. If you need precertification or preauthorization, call the Customer Service number that's on your ID card.

Cut out this information and carry it with you when traveling outside the U.S.

