



# Welcome to GeoBlue®

Simplifying the international healthcare experience to keep you safe and healthy throughout your journey



# WELCOME

## TO YOUR INSTITUTION'S HEALTH PLAN

*Embarking on a study abroad program is an exciting venture that gives students, faculty and staff a broader, more global view of the world. Your GeoBlue health insurance plan provides you access to global medical expertise with responsive, multi-channel service. Register on the GeoBlue mobile app or online through the Member Hub to learn about the extra care you receive when you travel with GeoBlue.*

### INTRODUCTION TO YOUR HEALTH PLAN



Important plan information and health tools

### ACCESSING CARE



How to receive care throughout your journey

### SELF-SERVICE TOOLS



Convenient tools available on the GeoBlue mobile app and Member Hub

### SUBMITTING A CLAIM



File a claim for reimbursement

### REVIEWING PLAN BENEFITS



What is covered by your plan?

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your school health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your school is a participating school. Coverage is provided under insurance policies issued by 4 Ever Life International Limited, Bermuda. Complete information on the insurance is contained in the Certificate of Insurance which is on file with the school and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.

# GLOSSARY

## of Important Terms and Phrases

**Balance Billing:** When a provider bills you for the difference between the provider's charge and the amount your health insurance plan pays. Your normal deductible and coinsurance are not counted as balance billing.

**Coinsurance:** The percentage of your healthcare costs that is not paid by the health insurance plan. Therefore, it's the percentage of the cost you are responsible for.

**Coinsurance Maximum:** The maximum amount of coinsurance a member pays during the policy year for covered expenses. Limitations may apply.

**Copay or Copayment:** The specific dollar amount you will pay at the time of service.

**Claim:** Documentation submitted for payment from a provider or you for medical services rendered.

**Certificate of Coverage:** It describes the benefit plan with specific conditions in which you and all eligible dependents have been enrolled (explains medical, dental, and vision coverage).

**Coverage Period:** The length of time that you are covered under a specific policy.

**Deductible:** An amount you are responsible to pay for eligible expenses before the health insurance plan begins to pay.

**Explanation of Benefits (EOB):** An EOB is not a bill, but a summary of how your claims were processed and what you may owe. Your healthcare professional may bill you directly for the remainder of what you owe.

**Prescription (RX):** An instruction written by a medical practitioner that authorizes you to be provided a medicine or treatment.

**Performing Provider:** The individual or group licensed to perform medical care that provided medical services to you.

**Primary Care Physician (PCP):** A physician who provides both the first contact for you with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis.

**Premium:** The specific amount of money you have to pay to the health insurance company each month in exchange for the health insurance company paying a portion of your healthcare costs.

**Outpatient:** When you receive care at a medical facility but are not admitted to the facility overnight or are at the facility for 24 hours or less.

**Out-of-Network Provider:** A medical provider who is not contracted with Blue Cross Blue Shield companies. This typically results in a higher coinsurance and may result in additional costs to you.

**Out-of-Pocket Maximum:** The most you pay during a policy period (usually a year) before your health insurance or plan begins to pay 100% of the allowed amount.

**Network:** The facilities, providers, and suppliers your health insurance company contracts with to provide services at discounted rates. The network you would utilize is Blue Cross Blue Shield companies.

**Medical Evacuation:** The insurer will pay the medically necessary expenses incurred for you if you become ill or injured while traveling outside your home country for transportation to the closest location of adequate care. May also be referred to as "Medical Repatriation."

**Inpatient:** When you receive care at a medical facility and are admitted overnight, or are at the facility for more than 24 hours.



# INTRODUCTION TO YOUR HEALTH PLAN

## IMPORTANT PLAN INFORMATION AND HEALTH TOOLS



### Register on the GeoBlue mobile app or Member Hub to access important plan information

- Submit and track your claims
- Obtain electronic ID card
- Locate Blue Cross® Blue Shield® providers and hospitals within the U.S.
- Access global health and safety tools including medical translations, drug equivalents and news and safety information

To register, download the GeoBlue mobile app from the Apple or Google Play app stores or visit the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com). After you register you can use your log in information for both the website and app.

### Get your GeoBlue ID card

It is important to have your ID card available when receiving healthcare services. Your card can be accessed from multiple sources:

- You can obtain an electronic version of your ID card on the GeoBlue mobile app and Member Hub
- You can request a replacement ID card through the mobile app and Member Hub. You can also contact customer service for assistance in requesting a replacement ID card

When you receive your ID card, please check the information for accuracy. Contact customer service if you find any errors.

### Your ID card



ID card images for illustration purposes only

## Need help?

We're available to assist 24/7/365

**PHONE**  
1-844-268-2686



**Email**  
Use the contact form on the GeoBlue mobile app and Member Hub





# ACCESSING CARE

## FIND HEALTHCARE WITHIN THE U.S.



### Student Health Center

Student health centers are a convenient healthcare option for basic health services. Consult your school's resources for more specific information about the care available to you, location(s) and hours. If you choose to receive care from your student health center, copayments, coinsurance and/or deductibles may be waived.



### Find a Provider

You have access to the leading Blue Cross Blue Shield network within the U.S., Puerto Rico and U.S. Virgin Islands. To find a doctor or facility, select **"Provider Finder"** in the GeoBlue mobile app or visit the **"Doctor and Facilities Finder"** section then select **"U.S. Provider Finder"** in the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com).



### Scheduling an Appointment with a Blue Cross Blue Shield Provider

Once you select a provider, call to confirm they are in network and schedule your appointment. You will need to keep your GeoBlue ID card handy when scheduling. If you need assistance with scheduling an appointment, submit a **"Service Request"** from the Tools & Services section on the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com).

At the time of service, you will need to show the provider your ID card to confirm you are covered by Blue Cross Blue Shield. Depending on your coverage, you may be responsible for a copayment, coinsurance and/or deductible before a service is completed.



### Global TeleMD™

We know it's important to get the healthcare you need, when you need it. We've teamed up with Teladoc Health to bring you Global TeleMD, a telemedicine service that provides unlimited, 24/7/365 access to free doctor consultations by telephone or video. Doctors are available worldwide. Prescriptions may also be provided, as appropriate (subject to local regulations). To access Global TeleMD, download the Global TeleMD app or select **"Telehealth"** then **"Talk to a Doctor"** in the GeoBlue mobile app.



### Out-of-Network Providers

If you receive care from an out-of-network provider, you may need to pay out of pocket and submit a claim for reimbursement. Click **"How to File a Claim"** in the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com) to download the appropriate claim form. You can submit claims electronically using the GeoBlue mobile app or the Member Hub.



### Prescription Benefits

Present your ID card at any participating pharmacy, and you will be charged in accordance with your plan benefits.\*

*\*Certain limitations and exclusions apply to your coverage under this plan and may affect your coverage. Your Certificate of Coverage is on file with your institution and in the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com).*





# DEDICATED WELLNESS SUPPORT

## GLOBAL WELLNESS ASSIST AVAILABLE 24/7/365

We offer a variety of emotional, practical and physical support services for you helping to make transitions more comfortable and assignments more successful.



### Emotional Support

- ✓ 24/7/365 clinical intake, message and referral service
- ✓ Harmony between academic and personal life
- ✓ Managing anxiety, depression, stress and overall life changes
- ✓ Surviving the loss of a loved one



### Practical Support

- ✓ Unlimited telephonic financial assistance from financial professionals
- ✓ Telephonic or in-person legal assistance and consultation with attorneys
- ✓ Managing academic or workplace pressure



### Physical Support

- ✓ Wellness coaching and support for wellness initiatives, including weight loss, fitness, nutrition, stress management and overall lifestyle improvement
- ✓ Health risk assessment to obtain and assess individual and aggregate health data
- ✓ Support in finding assistance with substance use

### Global Wellness Assist

Global Wellness Assist is an international employee assistance program (EAP) for students, faculty and staff traveling globally on behalf of an institution, providing access to six free confidential solution-focused counseling sessions. Professionals are ready to assist with any issue, anytime, any day.



To access Global Wellness Assist's services, download the GeoBlue mobile app or visit the "Wellness" section in the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com).





# SELF-SERVICE TOOLS



Our digital tools put access to global healthcare right in your hands! There is a wide range of information available to you on the GeoBlue mobile app or Member Hub, including:



## Claim Submission and Status

Submit and track the status of your claims.



## ID Card

Obtain an electronic copy of your ID card and request replacements.



## Telehealth

Talk to a doctor through Global TeleMD and/or talk to a counselor through Global Wellness Assist—both services are free, and you do not need to leave your home.



## Provider Directory

Review profiles of preferred doctors and hospitals to find the best match, view their contact details and locate the office.



## Medical Term Translations

Use the translation tool for common healthcare terms and phrases.



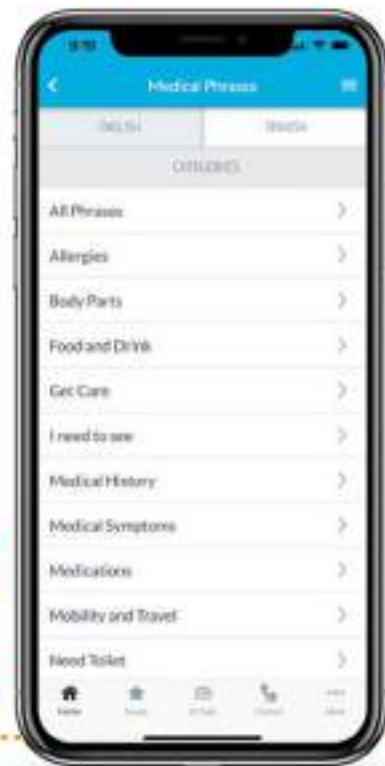
## Medicine Equivalent Tool

Find country-specific equivalents for prescription and over-the-counter medications.



## News and Safety Information

Receive push notifications and alerts detailing the latest security and health issues based on your location. You can also view country or city profiles on crime, terrorism and natural disasters.



## Download the app today!

Register on the GeoBlue mobile app or online through the Member Hub. Once registered the login information will be the same whether using the app or online.





# CLAIM SUBMISSION

**IF YOU NEED TO SUBMIT A CLAIM FOR REIMBURSEMENT, YOU HAVE THE FOLLOWING OPTIONS:**

## eClaims

The quickest most convenient way to submit your claims is through the GeoBlue mobile app or Member Hub. Under **“Claims”** you can chose to submit a claim through **“File an eClaim”** or **“View My Claims”** to see saved claims.



## Email and Fax

If you prefer to submit a claim via email or fax, a printable claim form and detailed instructions are available in the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com).

Visit the **“How to File a Claim”** section of the Member Hub and click **“How do you file a claim with GeoBlue?”** to download the appropriate claim form.

**Email:** [claims@geo-blue.com](mailto:claims@geo-blue.com)  
**Fax:** 1-610-482-9623



## Postal Mail

If you prefer to submit a claim via postal mail, a printable claim form and detailed instructions are available in the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com).

Visit the **“How to File a Claim”** section of the Member Hub and click **“How do you file a claim with GeoBlue?”** to download the appropriate claim form.

**Mail to:** GeoBlue, P.O. Box 21974  
Eagan, MN 55121

## Follow these tips to speed up the claims reimbursement process:

- ✓ If you mail or fax your claim(s) make sure your claim form is filled out completely, and don't forget to sign it.
- ✓ Fill out a separate form for each doctor or office visit.
- ✓ Be sure to add a diagnosis or reason for treatment.
- ✓ Provide a detailed description and amount charged for each service.
- ✓ Clearly state how you'd like to be reimbursed.
- ✓ Make and keep handy copies of your bills, receipts and claim forms.



*Missing information on the claim form or supporting documentation may delay your claim reimbursement.*

## Need to check the status of your claim?

No problem! Simply choose **“Claims”** in the GeoBlue app or visit the **“Claims”** section of the Member Hub. If you are using the mobile app, you can elect to receive a push notification when your claim is processed. For more help, visit the **“Claims”** section of the Member Hub.







# Accessing Academic Emergency Services\*

*The below services are not provided by GeoBlue*

To ensure immediate access to assistance if you experience a crisis while traveling over 100 miles from home, or outside your home country, Academic HealthPlans has included Academic Emergency Services (AES) benefits in your student health plan coverage. AES offers a wide range of services and benefits to provide everything you need to prepare for your international experience, as well as get the help or information you need in a crisis, no matter how large or small.

The following services and benefits are available to you 24 hours a day, 7 days a week:

## Medical Assistance

Pre-travel information; physician referrals; medical monitoring to ensure adequate care; 24/7 Nurse Help Line; prescription assistance or medicine dispatch.

## Emergency Medical Evacuation and Repatriation

Unlimited benefit for evacuation from inadequate facility to a higher level of care facility, repatriation home for continued care if medically necessary, or recovery and repatriation of deceased remains.

## Accidental Death and Dismemberment

\$25,000 benefit

## Emergency Family Assistance

Benefits for visit of a family member or friend if hospitalized for 3 or more days, return of children if left unattended, bereavement reunion, emergency return home in the event a participant's family member suffers life threatening illness or death and return of participant's personal belongings in the event of evacuation or death.

## Travel, Legal and Security Assistance

Pre-travel destination information or security advice; assistance locating lost luggage; passport replacement assistance; emergency travel arrangements; translation assistance; interpreter referral; legal consultation and referral; emergency message forwarding.

**Preparing for your time away from home is easy, simply visit the Academic Emergency Services portal: [aes.myahpcare.com](https://aes.myahpcare.com)**

To obtain additional pre-travel information or advice, or in the event of a medical, travel or security crisis, call Academic Emergency Services immediately.

**1.855.873.3555** call toll free from the US

**+ 1.410.453.6354** call collect from anywhere

**Email:** [assistance@ahpcare.com](mailto:assistance@ahpcare.com)

*\*This provides you with a brief outline of the services available to you. Terms, conditions, limitations and exclusions apply. All services must be arranged and paid for through the AES service provider. There is no claim process for reimbursement of self-paid expenses unless specifically described in the service plan.*

*Academic Emergency Services (AES) is a global emergency services product provided by AES or Academic HealthPlans. Medical, security and natural disaster evacuation services, repatriation of remains, emergency medical and travel assistance, travel information and other services are provided through Academic HealthPlans. Academic HealthPlans does not supply Blue Cross or Blue Shield products or other benefits, and is therefore solely responsible for and accepts all liability for the services it provides. GeoBlue makes no warranty, express or implied, and accepts no responsibility resulting from the provision or use of Academic HealthPlans services.*

*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. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association. This coverage is offered to the members of the Global Citizens Association, Washington, D.C.*

# IMPORTANT CONTACT INFORMATION

Contact us *anytime, anywhere!*

**REACH US WORLDWIDE 24/7/365:**



Toll-free within the U.S.  
**1-844-268-2686**



Contact us through the **GeoBlue mobile app**  
or **Member Hub**



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*Services are provided by WorkPlace Options, an independent company that is not affiliated with GeoBlue and does not provide Blue Cross or Blue Shield products or services. WorkPlace Options is solely responsible for referring participants for counseling, coaching and work-life services and health assessments by providers who are appropriately licensed by local authorities. The evaluation and efficacy of any service delivered by a provider lies solely with the employee, spouse, dependent or other authorized party who inquires on behalf of those or other participants. GeoBlue shall have no responsibility or liability whatsoever for any aspect of the provider counseling, coaching, work-life services and health assessments or other similar services, or the counselor/participant relationship.*

*Telemedicine services are provided by Teladoc Health, directly to members. GeoBlue assumes no liability and accepts no responsibility for information provided by Teladoc Health and the performance of the services by Teladoc Health. Support and information provided through this service does not confirm that any related treatment or additional support is covered under a member's health plan. This service is not intended to be used for emergency or urgent treatment medical questions.*

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