BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

BlueCard® & Global Core Programs



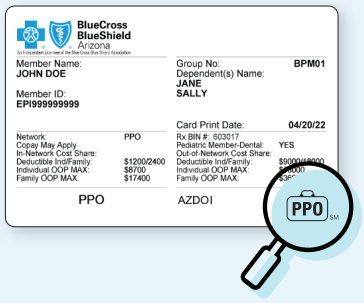
You're Never Far from Healthcare Services — Even When You're Far from Home

When you're a Blue Cross® Blue Shield® of Arizona (AZ Blue) member, you take your healthcare benefits with you, across the country, and around the world through the Blue Cross Blue Shield (BCBS) Global Core program.

BCBS Global Core is a national program that allows you access to doctors, hospitals, and other healthcare services in nearly 200 countries and territories worldwide.

Designed to keep you healthy and save you money.

In many cases, when you travel or live in a state other than Arizona, you can take advantage of savings the local Blue Plan has negotiated with area doctors and hospitals. For covered services, you should not have to pay any amount above these negotiated rates when you use providers in the local Blue Plan's network. Also, you should not have to complete a claim form or pay up front for your healthcare services, except for those out-of-pocket expenses you would normally pay anyway (e.g., noncovered services, deductibles, copayments, and coinsurance).



Check your member ID for a suitcase logo "PPO" within the suitcase, for eligible PPO members, or an empty suitcase logo, for Traditional HMO members.

How to Use Your Benefits Outside Arizona

Within the United States

Members should be sure to use a BlueCard doctor or hospital to stay in-network and receive the highest level of benefits for covered services.

- Before you leave home, contact AZ Blue for coverage details. Your coverage outside the United States may be different. Always carry your AZ Blue ID.
- In an emergency, go directly to the nearest hospital.
- To find names and addresses of nearby doctors and hospitals, visit **azblue.com/MyBlue,** choose "Find Care", and select "Doctors by name or specialty, or facilities." Or call BlueCard Access at **1-800-810-BLUE.**
- Call AZ Blue for precertification or prior authorization, if necessary. (Refer to the phone number on your AZ Blue ID card—it's different from the BlueCard Access number listed in the previous step.)

The BCBS Global Core Service Center is available 24 hours a day, seven days a week toll free at **1-800-810-BLUE (2583)** or by calling collect at **1-804-673-1177.**

Outside the United States

- Call AZ Blue to review your benefits and access to care before leaving the U.S.
- Always carry your current AZ Blue ID card.
- In an emergency, go directly to the nearest hospital.
- If you need to locate a doctor or hospital, or need medical assistance services, call the BCBS Global Core 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, along with a medical professional, will set up an appointment or hospitalization, if necessary.
- It is important to obtain care through the service center because some in-network providers may be contracted only for services within the U.S. Services received from these providers outside the U.S. will be considered out of network. An assistance coordinator can help you understand your options when choosing a provider.
- In most cases, when you are hospitalized through BCBS Global Core, you should not need to pay up front for inpatient care at participating BCBS Global Core hospitals except for the out-of-pocket expenses (noncovered services, deductible, copays, and coinsurance) you normally pay. The hospital should submit your claim on your behalf. When contacting the BCBS Global Core Service Center, call AZ Blue for precertification as well by calling the number on your AZ Blue ID card.
- You will need to pay up front for care received from a doctor and from an out-of-network hospital. Complete a BCBS Global Core claim form and send it with the bill(s) to the BCBS Global Core Service Center (the address is on the form). The claim form is available from AZ Blue, the BCBS Global Core Service Center, or online at **bcbsglobalcore.com.**
- Unless there is an urgent or emergency situation, prescription medication is only eligible for coverage when dispensed by a pharmacy located in the U.S. and by a pharmacist licensed in the U.S.



Blue Cross Blue Shield Global Core Service Center
Toll free: **1-800-810-2583** Collect: **1-804-673-1177**

In an emergency, go directly to the nearest hospital.

The Blue Cross Blue Shield Global Core program was formerly known as BlueCard Worldwide®.

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