BlueCross BlueShield of Illinois



Blue Cross and Blue Shield Global® Core

You're Never Far from Health Care Services – Even When You're Far from Home

Like your passport, always carry your Blue Cross and Blue Shield of Illinois (BCBSIL) ID card with you when you travel or live abroad. Through the Blue Cross and Blue Shield Global Core program, you have access to doctors, hospitals and other health services in nearly 200 countries and territories around the world.

How Blue Cross and Blue Shield Global Core Works

To take advantage of the Blue Cross and Blue Shield Global Core program, review this information:

- Before you leave home, contact BCBSIL for coverage details. Your coverage outside the United States may be different.
- Always carry your BCBSIL ID card.
- In an emergency, go directly to the nearest hospital.
- The Blue Cross and Blue Shield Global Core Service center is available 24 hours a day, seven days a week toll free at **800-810-BLUE (2583)** or by calling collect at **804-673-1177**.

Blue Cross and Blue Shield Global Core is there if you need medical care in a foreign country.

Call the Service Center in these situations:

- **You need to locate a doctor or hospital or need medical services.** An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospital stay.
- **You need inpatient care.** After calling the Service Center, you should also call BCBSIL Customer Service for precertification or preapproval. You can find the telephone number on the back of your ID card. This number is different than the Blue Cross and Blue Shield Global Core Service Center number shown here.

Blue Cross and Blue Shield Global Core

Payment Information

For participating Blue Cross and Blue Shield Global Core hospital

In most cases, you should not need to pay up front for inpatient care at participating hospitals except for the usual out-of-pocket expenses (non-covered services, deductibles, copayments and/or coinsurance). The hospital should submit the claim on your behalf.

For doctors and/or non-participating hospitals

You will need to pay up front for services. Then you can complete a Blue Cross and Blue Shield Global Core international claim form and send it with the bill(s) to the Blue Cross and Blue Shield Global Core Service Center at the address on the form. You can also submit your claim online or through the Blue Cross and Blue Shield Global Core mobile app. The claim form is available from your Blue Cross and Blue Shield company or online at **bcbsglobalcore.com**.

Claim Filing

The hospital will file your claim if the Blue Cross and Blue Shield Global Core Service Center arranged your hospital stay. You will need to pay the hospital for the usual out-of-pocket expenses.

You must file the claim for outpatient and doctor care or inpatient care not arranged through the Blue Cross and Blue Shield Global Core Service Center. You will need to pay the health care provider and submit an international claim form with the original bill(s).

Claim Forms

International claim forms are available from BCBSIL, the Service Center or **bcbsglobalcore.com**.



Remember to take this information with you when you travel or live outside the U.S.

Blue Cross and Blue Shield Global Core Service Center

Toll Free: 800-810-2583
Collect: 804-673-1177

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

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