



Blue Cross
Blue Shield
of Michigan

Confidence comes with every card.®



Blue Cross Blue Shield
Global Core

Leave your worries at home

When you are a Blue plan member, you take your health care benefits with you when you are abroad. Through the Blue Cross Blue Shield Global Core program, you have access to medical assistance services and doctors and hospitals in more than 200 countries and territories around the world.

To use the Blue Cross Blue Shield Global Core 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 plan 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 Blue Cross Blue Shield Global Core Service Center at 800-810- BLUE (2583) or call collect at 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.

Learn more about Blue Cross Blue Shield Global Core

- Call your Blue plan at the number on the back of your ID card.
- Visit [bcbsglobalcore.com](https://www.bcbsglobalcore.com).
- Call the Blue Cross Blue Shield Global Core Service Center at 800-810-2583 or collect at 804-673-1177.



5. Call the Blue Cross Blue Shield Global Core Service Center at 800-810-2583 or collect at 804-673-1177 when you need inpatient care. In most cases, you shouldn't need to pay upfront for inpatient care at participating hospitals except for out-of-pocket expenses (non-covered services, deductible, copayment and coinsurance) you normally pay. The hospital should submit your claim for you. In addition to contacting the Blue Cross Blue Shield Global Core Service Center, call your Blue plan for approval. You can find the phone number on the back of your Blue ID card. Note: This number is different from the phone number listed above.
6. You will need to pay up front for care received from a doctor or nonparticipating hospital. Then complete a Blue Cross Blue Shield Global Core claim form and send it with the bill or bills to the Blue Cross Blue Shield Global Core Service Center (the address is on the form). The claim form is available from your Blue plan, online at **bcbsglobalcore.com** or the Blue Cross Blue Shield Global Core Service Center.

It's easy to file a claim

To file a claim please do the following:

1. If the Blue Cross Blue Shield Global Core 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 Blue Cross Blue Shield Global Core Service Center, you will need to pay the health care provider and submit an international claim form with original bills to the Service Center.
3. International claim forms are available from your Blue plan, the Service Center or online at **bcbsglobalcore.com**.

Important

Call the Blue Cross Blue Shield Global Core Service Center at 800-810-2583 or call collect at 804-673-1177 to locate doctors and hospitals, or obtain medical assistance services when outside the United States.



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