

## **Update: Blue Cross Blue Shield Global Products Provide Members with Covered Medical Services in the U.S. via BlueCard**

**Update: This provider bulletin was previously published in November 2022. Images of the latest Blue Cross and Blue Shield (BCBS) system's Global<sup>®</sup> High Performance Network (HPN<sup>SM</sup>) member ID card have been added below. The new HPN ID cards have been effective since January 1, 2023.**

Globally mobile populations can enjoy the benefits of coverage through the suite of BCBS Global products. These products are sold by GeoBlue<sup>®</sup> and Bupa Global, leading international health care companies and independent licensees of the BCBS Association (BCBSA). These companies provide **comprehensive medical coverage in the U.S. and abroad to support people who live, work, and travel internationally.**

BCBS companies, including Florida Blue, have worked for years with GeoBlue and Bupa, to provide the largest health care networks in the world for international health insurance customers. Delivering a robust portfolio of BCBS Global products for Expatriates, Travelers, Students, and Globalists who count on the stability of the BCBS network. **These members have access to covered medical services in the United States through BlueCard<sup>®</sup> in all 50 states, Puerto Rico, and U.S. Virgin Islands.**

### **What this means for you**

It is important to know, GeoBlue, Bupa, and Blue Cross Blue Shield Global<sup>®</sup> (BCBS Global, BCBS Global High Performance Network (HPN<sup>SM</sup>), BC Global, BS Global) plan members seeking medical services must **be treated the same as domestic BCBS plan members are treated under the BlueCard program.**

Active members are covered in the United States or international locations. For members who present with a GeoBlue, BCBS Global (BC Global, BS Global, BCBS Global HPN), or other international-based BCBS plan cards, please remember to:

- 1) Verify patient eligibility and benefits.** Please contact the number on the back of the identification card.
- 2) Be sure you do not collect any payment** from the member **beyond their cost-sharing amounts** such as deductible, coinsurance, and co-payment.
- 3) Submit claims per the claim filing instructions on the back of the member's ID card.**

### **How to recognize GeoBlue, BCBS Global, BCBS Global HPN, and international-based plan members**

The member ID cards display the BCBS Licensees' logo on the front and back, and the **suitcase logo** on the front, as shown in the samples below.

#### **GeoBlue, BCBS Global and Global HPN Portfolio:**

GeoBlue and Blue Cross Blue Shield Global brands may include a Cross and Shield logo, a Cross-only logo or a Shield-only logo, depending on where the global health plan was purchased. The HPN card will include the Plan's state abbreviation where "Geography" is printed.

**GeoBlue**  **Explorer Premier**

XP-5000-NRX

Members: See benefit booklet for services covered by your plan. Possession of this card does not guarantee eligibility for benefits.

**Medical claims incurred Inside the U.S., Puerto Rico, and U.S. Virgin Islands**  
Hospitals or Physicians: file claims with local Blue Cross and/or Blue Shield Plan  
Members: See benefit booklet for claims filing procedures or visit [www.geobluetravelinsurance.com](http://www.geobluetravelinsurance.com)

**Claims Incurred Outside the U.S., Puerto Rico, and U.S. Virgin Islands and all Dental and Rx claims**  
File all claims with GeoBlue, Claims Department P.O. Box 1748, Southeastern, PA 19399-1748, USA.  
Visit [www.geobluetravelinsurance.com](http://www.geobluetravelinsurance.com) for instructions.  
Medical benefits underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, IL, an independent licensee of the Blue Cross and Blue Shield Association.

**www.geobluetravelinsurance.com**  
24/7 Member Services  
Outside the U.S. **+1.610.254.5850**  
Toll Free Within the U.S. **1.855.481.6647**  
[customerservice@geo-blue.com](mailto:customerservice@geo-blue.com)

24/7 Medical Assistance Including Evacuation  
Collect Calls Accepted **+1.610.254.8771**  
[globalhealth@geo-blue.com](mailto:globalhealth@geo-blue.com)

Prescription/Pharmacy Information  
Pharmacy Help Desk **1.800.788.2910**

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.  
Pharmacy benefits administrator.

Group No. 99990483  
BIN 610020  
Coverage Dates 15-Apr-2016 - 14-Apr-2017

Copy in Network, Inside U.S. **\$30**  
Copy in Network, Outside U.S. **\$0**  
Copy Out of Network, Outside U.S. **\$10**





**BlueCross BlueShield Global**

Member Name: \_\_\_\_\_ Employer Group Name: \_\_\_\_\_

Member ID: \_\_\_\_\_ Employer Group No. \_\_\_\_\_

Rx Group No. \_\_\_\_\_  
BIN \_\_\_\_\_  
PCN: \_\_\_\_\_

**U.S. ONLY** 

**BlueCross BlueShield Global**

**www.bupaglobalaccess.com**  
U.S. Customer Service **+1786-257-4741**  
U.S. Customer Service Toll Free **+1844-369-3797**  
Providers Inquiries & Precertification **+1844-369-3099**

Members: See benefit booklet for services covered by your plan. Possession of this card does not guarantee eligibility for benefits.

Underwritten and/or administered by Bupa or its Designated Affiliate, Independent licensees of the Blue Cross Blue Shield Association.

Blue Cross Blue Shield Global is a brand owned by the Blue Cross and Blue Shield Association.

Evacuation/Repatriation (if included): **+44 1273 333911**  
Prescription/Pharmacy Information and Pharmacy Help Desk **+1 855-767-1864**

Process claims through Pharmacy Data Management (PDMI)  
U.S. Service Center  
Palmetto Bay Village Center  
17901 Old Cutler Road, Suite#400  
Palmetto Bay, FL 33157  
Email: [info@bupaglobalaccess.com](mailto:info@bupaglobalaccess.com)

**U.S. ONLY** 

**U.S. ONLY** 



**BlueCross BlueShield Global**

Kelly Smith  
Kelly-Smith  
QKF9000111G

**U.S. ONLY** 

**BlueCross BlueShield Global**

**Hospitals or Physicians:** file claims with local Blue Cross and/or Blue Shield Plan.

Underwritten and/or administered by Ontario Blue Cross, an independent member of the Canadian Association of Blue Cross Plans (CABCP). GeoBlue® provides administrative services only in the U.S. and does not assume any financial risk or obligation with regards to claims. Benefit determination and travel assistance services are provided by CanAssistance on behalf of Ontario Blue Cross.

Blue Cross Blue Shield Global® is a Brand owned by the Blue Cross Blue Shield Association and brought to you by the international healthcare experts at GeoBlue.

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.

Ontario Blue Cross is an independent member of the Canadian Association of Blue Cross Plans, a licensee of the Blue Cross and Blue Shield Association.

**Member Services**  
Travel Assistance **1.800.XXX.XXXX**

**Provider Services**  
Pre-Authorization **1.833.XXX.XXXX**

**BlueCross BlueShield Geography** **Blue High Performance Network<sup>SM</sup>**

Member Name \_\_\_\_\_  
**Member Name** \_\_\_\_\_  
Member ID \_\_\_\_\_  
**XYZ123456789**

Group No. **023457**  
BIN **987654**  
Benefit Plan **HIOPT**  
Effective Date **00/00/00**

Dependents  
**Dependent One**  
**Dependent Two**  
**Dependent Three**

Plan \_\_\_\_\_ EPO \_\_\_\_\_  
Office Visit **\$15**  
Specialist Copay **\$15**  
Emergency **\$75**  
Deductible **\$50**



**BlueCross BlueShield Geography**

**www.BluePlan.com**  
Customer Service: **1-800-234-5678**  
Outside of Area: **1-800-810-2583**  
Eligibility: **1-800-676-2583**  
Pharmacy Benefits: **1-800-123-4567**  
Gamma Vision™: 1-800-987-6543  
\*ALPHA contracts directly with Gamma Vision.

Members: See your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits.

Hospital or physicians: file claims with local BlueCross and/or BlueShield Plan.

BlueCross and BlueShield of Geography provides administrative services only and does not assume any financial risk for claims.

Benefits limited to emergent care at non-BlueHPN providers within BlueHPN product areas. Benefits limited to urgent and emergent care at non-BlueHPN providers outside of BlueHPN product areas.

**BlueCross and BlueShield of Geography**  
P.O. Box 01234  
City, State 01234-1234  
An independent licensee of the BlueCross and BlueShield Association.

**BlueCross BlueShield Geography** **ALPHA Employer Group**

Member Name \_\_\_\_\_  
**Member Name** \_\_\_\_\_  
Member ID \_\_\_\_\_  
**XYZ123456789**

Group No. **023457**  
BIN **987654**  
Benefit Plan **HIOPT**  
Effective Date **00/00/00**

Dependents  
**Dependent One**  
**Dependent Two**  
**Dependent Three**

Plan \_\_\_\_\_ EPO \_\_\_\_\_  
Office Visit **\$15**  
Specialist Copay **\$15**  
Emergency **\$75**  
Deductible **\$50**

**Blue High Performance Network<sup>SM</sup>** 

**BlueCross BlueShield Geography**

**www.BluePlan.com**  
Customer Service: **1-800-234-5678**  
Outside of Area: **1-800-810-2583**  
Eligibility: **1-800-676-2583**  
Pharmacy Benefits: **1-800-123-4567**  
Gamma Vision™: 1-800-987-6543  
\*ALPHA contracts directly with Gamma Vision.

Members: See your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits.

Hospital or physicians: file claims with local BlueCross and/or BlueShield Plan.

BlueCross and BlueShield of Geography provides administrative services only and does not assume any financial risk for claims.

Benefits limited to emergent care at non-BlueHPN providers within BlueHPN product areas. Benefits limited to urgent and emergent care at non-BlueHPN providers outside of BlueHPN product areas.

**BlueCross and BlueShield of Geography**  
P.O. Box 01234  
City, State 01234-1234  
An independent licensee of the BlueCross and BlueShield Association.

**Shield-only ID Cards:**

		<a href="http://www.bupaglobalaccess.com">www.bupaglobalaccess.com</a> U.S. Customer Service +1786-257-4741 U.S. Customer Service Toll Free +1844-369-3797 Providers Inquiries & Precertification +1844-369-3099	
Member Name:	Employer Group Name:	Evacuation/Repatriation (if included): +44 1273 333911 Prescription/Pharmacy Information and Pharmacy Help Desk +1855-767-1864	
Member ID.	Employer Group No.	Process claims through Pharmacy Data Management (PDMI) U.S. Service Center Palmetto Bay Village Center 17901 Old Cutler Road, Suite #400 Palmetto Bay, FL 33157 Email: info@bupaglobalaccess.com	
Rx Group No.		Underwritten by Bupa or its Designated Affiliate, independent licensees of the Blue Cross Blue Shield Association. Blue Shield Global is a brand owned by BCBSA.	
BIN		U.S. Service Center Pharmacy benefits administrator.	
PCN:			

**Cross-only ID Cards:**

		<a href="http://www.geo-blue.com">www.geo-blue.com</a> <b>24/7 Member Services</b> Toll Free Within the U.S. 1.888.304.8898 Outside the U.S. +1.610.230.2406	
Members: Visit the Member Hub on geo-blue.com to review benefits and applicable healthcare costs. Possession of this card does not guarantee eligibility for benefits.		<b>24/7 Provider Services</b> Toll Free Within the U.S. 1.855.282.3517 Pre-Authorization in U.S. 1.800.952.3404	
Medical Claims incurred inside the U.S., Puerto Rico, and U.S. Virgin Islands Hospitals or Physicians: file claims with local Blue Cross and/or Blue Shield Plan. Members: See benefit booklet for claims filing procedures or visit <a href="http://www.geo-blue.com">www.geo-blue.com</a> .		<b>Prescription/Pharmacy Information</b> Pharmacy Help Desk 1.800.788.2910	
Group No. 99990463	Copy	In Network / Out of Network	Medical benefits are fully insured by 4 Ever Life Insurance Company, Oakbrook Terrace, IL, an independent licensee of the Blue Cross Blue Shield Association.
BIN 610020	Deductible	\$0/\$0	Blue Cross Global® is a brand owned by the Blue Cross Blue Shield Association. This Blue Cross Global product is delivered by the international healthcare experts at GeoBlue®.
PCN PDMI	Out of Pocket Max	\$0/\$1,000	GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association.
			

**Additional Example of ID Card for International Products:**

Occasionally, you may also see identification cards from members of our International Territory Licensees. Those Licensees include Blue Cross Blue Shield of Uruguay and Panama. Be sure to check the Florida Blue Provider Manual as the list of International Licensees and products may change. ID cards from these Licensees and for these products will also contain three-character prefixes and may or may not have one of the benefit product logos referenced in the following sections. Here is a *sample* ID card for international members and products.

		<a href="http://www.bcbsu.com.uy">www.bcbsu.com.uy</a>	
MEMBER NAME	Plan	Uruguay Atención al Cliente: (598-2) 707-7575	
Member Name	1400	United States (E.E.U.U.) Customer Service: (598-2) 707-7575 Provider Finder: 1-800-610-2583 Eligibility: 1-800-676-2583	
MEMBER ID	RPA PREMIUM	<b>BlueCross &amp; BlueShield de Uruguay</b> Lord Ponsonby 2456 11600 Montevideo, Uruguay An independent Licensee of the BlueCross and BlueShield Association.	
XYZ 0123456789	Expiration Date: May. 31, 2011		
Plan	PPO		
GROUP	URU038		
BC/BS Plan Codes:	154/654		
CREDENCIAL PARA USO EXCLUSIVO FUERA DE URUGUAY			
			

**See BlueCard Manual for additional details**

Please refer to the online BlueCard Manual for additional details about the program including submitting claims and obtaining authorizations. To access the manual, log in to Availity at [availity.com](http://availity.com). Select *Florida Blue Payer Spaces, Resources*, and then *Provider Manual BlueCard Program*.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [Availity.com](http://Availity.com).

Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.

GeoBlue is the trade name of Worldwide Insurance Services, LLC (known as Worldwide Services Insurance Agency, LLC, in California and New York), an independent licensee of the Blue Cross Blue Shield Association, made available in cooperation with Blue Cross and Blue Shield companies in select service areas. GeoBlue is a registered service mark of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Blue Cross Blue Shield Global is a brand owned by the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Bupa Global is a trade name of Bupa, the international health and care company. Bupa is an independent licensee of Blue Cross and Blue Shield Association. For more information about the Blue Cross Blue Shield Global portfolio of products, visit [www.bcbsglobal.com](http://www.bcbsglobal.com).