



BlueCross BlueShield of Texas

Experience. Wellness. Everywhere.®

# BlueCard Worldwide®

## With BlueCard Worldwide you can explore the world with peace of mind.

Like your passport, always carry your Blue Cross and Blue Shield of Texas (BCBSTX) identification (ID) card with you when you travel or live abroad. Through the BlueCard Worldwide program, you have access to medical assistance service, doctors and hospitals in nearly 200 countries and territories around the world.

BlueCard Worldwide is there if you need medical care in a foreign country.

## BlueCard Worldwide

To take advantage of the BlueCard Worldwide program, review this information:

- Before you leave home, contact BCBSTX for coverage details. Your coverage outside the United States may be different.
- Always carry your BCBSTX Plan ID card.
- In an emergency, go directly to the nearest hospital.
- The BlueCard Worldwide 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**.

### Call the Service Center in these situations:

- **You need to locate a doctor or hospital or need medical assistance services.** An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospitalization, if necessary.
- **You need to be hospitalized or you need inpatient care.** After calling the Service Center, you should also call BCBSTX customer service for precertification or pre-authorization. You can find the telephone number on the back of your ID card. This number is different than the BlueCard Worldwide Service Center number shown above.





## Payment Information

- **Participating BlueCard Worldwide hospitals.** In most cases, you should not need to pay up front for inpatient care at participating hospitals except for the out-of-pocket expenses (non-covered services, deductible, copayment and coinsurance) you normally pay. The hospital should submit the claim on your behalf.
- **Doctors and/or non-participating hospitals.** You will need to pay up front for services. Then you can complete a BlueCard Worldwide international claim form and send it with the bill(s) to the BlueCard Worldwide Service Center at the address on the form.

## Claim Filing

- **The hospital will file your claim** if the BlueCard Worldwide Service Center arranged your hospitalization. You will need to pay the hospital for the out-of-pocket expenses you normally pay.
- **You must file the claim** for outpatient and doctor care, or inpatient care not arranged through the BlueCard Worldwide Service Center. You will need to pay the health care provider and submit an international claim form with original bills.

## Claim Forms

International claim forms are available from BCBSTX, the Service Center or online at [bcbs.com/bluecardworldwide](http://bcbs.com/bluecardworldwide).

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

**BlueCard Worldwide Service Center**  
**toll-free: 800-810-2583 or collect: 804-673-1177**

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