Traveling outside the country?

Be sure you understand your health care plan benefits before you leave home.

- Only emergency care is a covered expense when traveling outside of the United States.
- Before leaving the United States, call the customer service number on the back of your Anthem member ID card to verify your international benefits.
- Always carry your current Anthem member ID card with you.
- In an emergency, go directly to the nearest hospital.
- Call the BlueCardWorldwide Service Center at 800-810-BLUE (2583) or collect at 804-673-1177 if you are admitted for emergency inpatient care.
- In most cases, you should not have to pay upfront for emergency inpatient care at participating hospitals except for the usual out-of-pocket expenses (i.e. non-covered services, deductible, copayment and coinsurance). The hospital should submit your claim on your behalf.
- If a non-participating doctor and/or non-participating hospital refuse to accept Anthem’s guarantee of payment in an emergency situation, you will need to pay upfront for any care received. Then, you must complete an international claim form and send it with any bill(s) to the BlueCardWorldwide Service Center (the address can be found on the claim form). Claim forms are available from your Blue Plan, the BlueCardWorldwide Service Center, or online at bcbs.com/bluecardworldwide.
- For information on doctors, hospitals, and other healthcare professionals around the world, call the BlueCardWorldwide Service Center at 800-810-BLUE (2583) or collect at 804-673-1177, 24 hours a day, seven days a week, or visit bluecardworldwide.com.

Reminder...

When traveling outside of the United States, only emergency care is a covered benefit under your health care plan. Non-emergency care received outside of the United States is not covered, and any costs for non-emergency care will be your responsibility. Be sure you understand your benefits before you leave home. If you have additional questions about your out of country health care coverage, contact Member Services at the number on the back of your Anthem member ID card.