



As an Anthem member, you take your health benefits with you when you are abroad. Through the **BlueCard Worldwide®** program, you have access to medical assistance services and doctors and hospitals in more than 200 countries and territories around the world.<sup>1</sup>

**To learn more about BlueCard Worldwide:**

- Call the Customer Service number listed on your ID card.
- Visit [BCBS.com/bluecardworldwide](https://www.bcbs.com/bluecardworldwide).
- Call the BlueCard Worldwide Service Center toll free at **800-810-2583** or collect at **804-673-1177**.

**Anthem**   
Health. Join In.

**BlueCard**  
Worldwide®



**Anthem**   
Health. Join In.

Your Passport to  
Health Care Abroad

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<sup>1</sup> Blue Cross and Blue Shield Association

# BlueCard Worldwide®

## What do I do if I need medical care in a foreign country?



To take advantage of the BlueCard Worldwide program, whether you are traveling or living abroad, please follow these steps:

1. Before you leave, call the Customer Service number listed on your ID card. Coverage outside the United States may be different.
2. Always carry your current 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 BlueCard Worldwide Service Center toll free at **800-810-BLUE (2583)** or 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.



5. If you need inpatient care, call the BlueCard Worldwide Service Center toll free at **800-810-2583** or collect at **804-673-1177**. In most cases, you should not need to pay upfront for inpatient care at participating BlueCard Worldwide hospitals, except for the out-of-pocket expenses (non-covered services, deductible, copayment and coinsurance) you normally pay. The hospital should submit your claim on your behalf. In addition to contacting the BlueCard Worldwide Service Center, call the Customer Service number listed on your ID card for pre-certification or pre-authorization. **Note:** This number is different from the phone number listed above.
6. You will need to pay upfront for care received from a doctor and/or non-participating hospital. Then, complete a BlueCard Worldwide claim form and send it with the bill(s) to the BlueCard Worldwide Service Center (the address is on the form). The claim form is available online at **BCBS.com/bluecardworldwide**, or from the BlueCard Worldwide Service Center.

**Anthem**   
Health. Join In.

## How do I file a claim?

To file a claim, please do the following:

1. If the BlueCard Worldwide 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 BlueCard Worldwide 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 by calling the Customer Service number on your ID card or the Service Center or by going online at **BCBS.com/bluecardworldwide**.

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

## BlueCard Worldwide®

For health care outside of the United States:

1. Call the Customer Service number listed on your ID card for coverage details before leaving the United States; benefits may be different outside the country.
2. Always carry your ID card.
3. In an emergency, go directly to the nearest doctor or hospital, then call the BlueCard Worldwide Service Center if hospitalized.  
  
Call the BlueCard Worldwide Service Center toll free at **800-810-2583** or collect at **804-673-1177**.
4. Call the Customer Service number listed on your ID card for pre-certification/pre-authorization, if required.

Cut out this information and carry it with you when traveling overseas.

