

# Get care wherever you go

Understand your options when traveling abroad

KNOW  
WHERE TO  
GO



## Before you go

- Call Regence Customer Service at the number on the back of your member ID card to get information about your international coverage.
- Visit the BCBS Global<sup>®</sup> Core website at [www.bcbsglobalcore.com](http://www.bcbsglobalcore.com) and create an account.
- Sign in to your account to find doctors or hospitals in the area where you're staying. Note their locations and phone numbers, and make sure you download the app too.



## When you're abroad

- Always carry your Regence member ID card with you.
- For care, call the BCBS Global Core Service Center at one of the numbers below. An assistance coordinator and medical professional will arrange a physician appointment or hospitalization if necessary. They can also help you set up direct billing. In most cases, you shouldn't have to pay up front for inpatient care, except for the out-of-pocket expenses you normally pay (e.g., noncovered expenses, deductible, copays and coinsurance).
- Call Regence at the number on the back of your member ID card for help with pre-authorization.
- If you haven't set up direct billing or Regence isn't able to verify your coverage at time of service, you may need to pay up front and submit a claim for reimbursement. You'll find the claim form and instructions for submission in your BCBS Global Core account.

### Contact the BCBS Global Core Service Center

Toll free: 1-800-810-BLUE (2583), 1-877-547-2903 or 1-804-673-1173



\*Based on your domestic policy, exclusions may apply and coverage may differ (copays, deductibles, coinsurance, etc.)  
Blue Cross Blue Shield Global Core is not a Regence company.

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