



BlueCross BlueShield of Illinois

BlueCard Worldwide®

You're Never Far from Health Care Services —
Even When You're Far from Home

Like your passport, always carry your Blue Cross and Blue Shield of Illinois (BCBSIL) ID card with you when you travel or live abroad. Through the BlueCard Worldwide program, you have access to doctors, hospitals and other health services in nearly 200 countries and territories around the world.

How BlueCard Worldwide Works

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

- Before you leave home, contact BCBSIL for coverage details. Your coverage outside the United States may be different.
- Always carry your BCBSIL 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**.

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

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 hospital stay.
- **You need inpatient care.** After calling the Service Center, you should also call BCBSIL customer service for precertification or pre-approval. 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 here.



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 usual out-of-pocket expenses (non-covered services, deductibles, copayments and/or coinsurance). 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 hospital stay. You will need to pay the hospital for the usual out-of-pocket expenses.
- **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 the original bill(s).

Claim Forms

International claim forms are available from BCBSIL, the Service Center or bcbs.com/bluecardworldwide.

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

**BlueCard Worldwide
Service Center**

Toll-free: 800-810-2583

Collect: 804-673-1177