Unless it’s an emergency, call the Global Core Service Center before getting care outside the U.S. Global Core will work with the doctor and Anthem to approve and accept a Guarantee of Payment (GOP). What if you get care from a doctor or hospital that has not accepted a GOP?

1. You will need to pay up front in full for your care.
2. Download an international claim form at bcbxglobalcore.com or get a form by calling Member Services at the number on your ID card.
3. Fill out the claim form and send it with the original bills to the Blue Cross Global Core Service Center.

Download the Blue Cross Blue Shield Global Core app today

With the app, you can:
- Search for a doctor or hospital.
- Submit claims.
- Get medical terms and phrases for many symptoms translated — and even use an audio feature to play the translation.
- Find a drug’s generic name, local brand name and check whether it’s available.
- Get information about how to find and contact a U.S. embassy.

TAKE YOUR BENEFITS WITH YOU

With the BlueCard® PPO and Blue Cross Global Core programs

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The Blue Cross Global Core program was formerly known as BlueCard Worldwide®.
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Away from home and need care right away?

As an Anthem member, you have access to care across the country through the BlueCard® PPO Program. This includes 93% of doctors and 96% of hospitals in the U.S.1

Remember to carry your ID card
The "PPO-in-a-suitcase" symbol shows you can get care from BlueCard PPO Program doctors and hospitals.

How to access care across the U.S.

1. Call 911 or go to the nearest hospital in an emergency.*
2. If you need care for non-emergency services you must first contact your Student Health Services (SHS) on campus for a referral to see a doctor away from campus.
3. Go to anthem.com/ca, log in and use the Find a Doctor tool to search for a BlueCard PPO Program doctor or hospital.
4. Use the StudentHealth app to search for a BlueCard PPO Program doctor or hospital. Get turn-by-turn directions to the nearest doctor, urgent care center or hospital.
5. Call Member Services at the number on your ID card. They can help you find a doctor or hospital.

Getting care around the world

If you’re outside the U.S., you can use the Blue Cross Global Core Program. It gives you access to doctors and hospitals in over 190 countries and territories around the world.2

Need care outside the U.S.? You can:

1. Go straight to the nearest hospital in an emergency.
2. If you need care for non-emergency services you must first contact your Student Health Services (SHS) on campus for a referral to see a doctor away from campus.
3. Call the Blue Cross Global Core Service Center 24/7 at 1-800-810-2583 (BLUE) or call collect at 1-804-673-1177. They can help you set up doctor visit or hospital stay.
4. Go to bcbsglobalcore.com to search for a doctor or hospital.
5. Use the Blue Cross Blue Shield Global Core app to find a doctor or hospital.

* You or a family member needs to call the Member Services number on your ID card within 24 hours (48 hours for members in Indiana after going to the hospital or as soon as you can.

Traveling?

Here’s what you need to know:

- Before leaving the country, ask Member Services if your international benefits are different.
- Make sure to contact your Student Health Services (SHS) on campus for a referral before seeking care.
- Ask for approval before getting care. This is "precertification" and helps you find care covered by your plan. To see if you need precertification, call Member Services at the number on your ID card.
- Save money by seeing a BlueCard program doctor or hospital. You only pay your usual out-of-pocket amounts (such as deductible, your percentage of costs or copay). If you go to a doctor or hospital outside the program, you'll need to pay the entire bill up front.
- Show your Anthem ID card so the doctor or hospital can check your benefits and send us a claim for processing.

Remember to carry your ID card
The "PPO-in-a-suitcase" symbol shows you can get care from BlueCard PPO Program doctors and hospitals.