Global Health and Safety Services

AVAILABLE 24/7/365 FOR MEDICAL ASSISTANCE

GeoBlue

Pre-Departure Program

Get expert advice about your health needs before you travel

Managing your health and well-being in an international setting is important and can be challenging. This is especially true if you have ongoing health issues or concerns. The GeoBlue® Pre-Departure Program is here to help you before your trip with advice, support and answers to any health questions you might have. Click on the questionnaire below and enter this PDQ code to speak with a healthcare expert. Topics include but are not limited to:

- **Consultations with clinicians** – we will help you understand the local healthcare system and what to expect in your new host country
- **Support finding appropriate care** – we will help you find a provider and coordinate the care you need in your new host country
- **Assistance locating prescription medication** – we will determine if you can take your medication with you, if it is available in your destination or if shipping is an option

Fill out the Pre-Departure questionnaire here

Medical Care Abroad

Global Service Center

We maintain a 24/7/365 Global Service Center to assist you with everything from routine requests to complex medical situations. We coordinate emergency services with a worldwide network of Regional Physician Advisors.

GeoBlue Provider Community

You will receive care from carefully selected, trusted providers. Our contracted network of physicians and hospitals receive direct payment from us once you arrange direct pay, so you will not have to pay out of pocket and submit a claim.

Direct Pay

It is customary for most international providers to require a Guarantee of Payment (GOP) prior to providing non-emergency care. If Direct Pay is not arranged prior to the visit, the physician may require payment up front from you. If you are going to see any provider, including one in our provider community, contact us at least 48 hours prior to your appointment to secure Direct Pay.*

Getting Care

What do I do in the event of a medical emergency?

Go immediately to the nearest physician or hospital and then contact us at: **+1-610-254-8771**.

We will contact your medical provider and arrange for Direct Pay. Your case will be monitored closely to determine if medical care is appropriate and adequate local resources are available.

What do I do if I need to see a doctor?

Make an appointment

In GeoBlue's network

- Use GeoBlue's mobile app or Member Hub on **www.geobluestudents.com** to find a provider and view profile
- Once you chose a your preferred provider you can make an appointment
- Arrange Direct Pay with GeoBlue

Or use out-of-network

- Find provider of your choosing and make an appointment
- Arrange Direct Pay with GeoBlue
- If you do not arrange Direct Pay, you may need to pay out of pocket and submit a claim for reimbursement

How do I request Direct Pay?

- Use the GeoBlue mobile app or the Member Hub on **www.geobluestudents.com** to find participating providers, view provider profiles and complete a request form
- The issued GOP will be sent to your selected provider and will be available for you on the mobile app or Member Hub
- Any questions about Direct Pay, call GeoBlue at **+1-610-254-8771**

For optimal service, request Direct Pay at least 48 hours prior to your appointment.

How do I submit a claim?

There are several different ways to submit a claim:

- **eClaims:** Depending on your plan, you can submit your claims through the GeoBlue mobile app or Member Hub on **www.geobluestudents.com**. Under "Claims" select "File an eClaim."
- **Email, Fax or Postal Mail:** Visit the "How to File a Claim" section of the Member Hub on **www.geobluestudents.com** and click "How do you file a claim with GeoBlue?" to download the appropriate claim form.

  Email: claims@geo-blue.com
  Fax: 1-610-482-9623
  Postal Mail: GeoBlue
  Attn: Claims Dept
  PO Box 1748
  Southeastern, PA 19399-1748 USA

**Members are required to pay any applicable co-payments, coinsurance or deductibles at the time of service.*

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association. This coverage is offered to the members of the Global Citizens Association, Washington, D.C.

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