



CREDENCE

An Independent Licensee of the Blue Cross and Blue Shield Association

KNOW BEFORE YOU GO

HEALTHCARE COVERAGE WHEN YOU ARE TRAVELING ABROAD

As a Credence member, you may have the ability to take your healthcare benefits with you when you go abroad.¹ Through the Blue Cross Blue Shield Global® Core program, you have access to doctors, hospitals, support tools, and resources around the world.

To take advantage of the program:

- Always carry your current Credence member ID card. Convenient supporting tools and resources are available through the Global Core App or website.
- Before you go, contact your Credence Plan at the number on the back of your member ID card for benefits and coverage details because they may be different outside the United States.
- If you need to locate a doctor or hospital, call the BCBS Global Core Service Center (see numbers below). An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospitalization if necessary.
- In addition to contacting the BCBS Global Core Service Center, call your Credence Plan for precertification or preauthorization. Refer to the phone number on the back of your Credence member ID card. **Note: This is a different phone number than those listed below.**
- If direct payment has not been arranged or your local Credence Plan is unable to verify your benefit coverage at time of service, you may need to pay upfront and submit a claim for reimbursement. Complete a BCBS Global Core international claim form and send it with the bill(s) and proof of payment to the BCBS Global Core Service Center (the address is on the form). You can also submit your claim online or through the BCBS Global Core mobile app. The claim form is available from your Credence Plan or online at www.bcbsglobalcore.com.

Important Notice for Inpatient Care Abroad

If you require inpatient care while outside the U.S., contact the Global Core Service Center.

By contacting Global Core:

- You'll receive concierge support to help reduce your costs.
- The hospital will require you to pay only your out-of-pocket expenses (such as non-covered charges, deductible, copayment, and coinsurance).
- The hospital will file the claim on your behalf.

In an emergency, go directly to the nearest hospital.

To learn more about Blue Cross Blue Shield Global® Core:

- Visit www.bcbsglobalcore.com.
- Call your Credence Plan at the phone number on the back of your member ID card
- Call the BCBS Global Core Service Center at one of the toll-free numbers; **1.800.810.BLUE (2583) / 1.877.547.2903 or collect at 1.804.673.1177.**
- Download the BCBS Global Core program app for Apple and Android devices at www.bcbsglobalcore.com/Home/MobileApp/ (rates from your wireless provider may apply).



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¹. Based on your domestic policy, exclusions may apply and coverage may differ (co-pays, deductibles, co-insurance, etc.)