



Anthem Blue Cross Blue Shield
Post Office Box 105187
Atlanta, GA 30348-5187

- In an emergency, go to the nearest health care facility, then call the BlueCross BlueShield Global Core™ at 1-800-810-2583 or call collect at 1-804-673-1177, 24 hours a day, seven days a week.
- For non-emergency medical care, you must call the BlueCross BlueShield Global Core™ to arrange access to a hospital or doctor. Assistance is available 24 hours a day, seven days a week.
- Call Anthem at the number on the back of your identification (ID) card if pre-certification or pre-authorization is required.
- For emergency inpatient care or hospitalization arranged for you through the BlueCross BlueShield Global Core™ the hospital will file the claim for you; you will need to pay the hospital for the out-of-pocket expenses you normally pay (non-covered services, deductible, co-payment and co-insurance).
- For outpatient, doctor care and inpatient care not arranged through the BlueCross BlueShield Global Core™, you will pay the provider and submit an international claim form. (Medicare supplement policyholders would file claims on a regular Medicare supplement claim form.) You may want to use a credit card because credit card companies will automatically transfer foreign currency into American dollars for you. Keep all your receipts!
- International claim forms are available from Anthem (call the number on the back of your ID card), the BlueCross BlueShield Global Core or on-line at www.bcbsglobalcore.com or contact us at Customerservice@bcbsglobalcore.com.
- Fill out the claim form and submit it with your receipts to our address on the form. (Please note that the amounts submitted should be in American dollars.)
- You will be reimbursed based on the benefits of your plan.
- Transportation may be provided for medical evacuation to the nearest hospital with appropriate facilities for treatment in accordance with the member's plan.
- Transportation to the member's home country for convenience is not a covered service.