

Blue Cross Blue Shield Global[®] Traveler

Vassar College | 2023 Member Guide

This plan provides supplemental coverage for you and your traveling spouse and unmarried, dependent children accompanying you, while on a business trip when outside your home country for up to 180 consecutive days.

Your Group Access Code: QHG99999VASS

Please note, you will need the Group Access Code to register for the GeoBlue Member Hub, mobile app and the telemedicine and pre-departure services.

Accessing Care

Have health-related questions before you travel internationally?

Complete a [Pre-Departure Questionnaire](#) using your Group Access Code and speak with a clinician who can answer your questions.

Need to speak to a doctor?

We've teamed up with Teladoc Health to bring you Global TeleMD™, a telemedicine smartphone app at no additional cost, that provides unlimited, 24/7/365 access to doctor consultations by telephone or video. Doctors are available worldwide. [Click here](#) to learn more.

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

Go immediately to the nearest physician or hospital and then contact us. Once you are safe, you can reach us 24/7/365 for assistance. Collect calls are accepted: **+1-215-798-3714**.

How can I find a provider if I do not want to use telemedicine?

Search for participating healthcare professionals or facilities via the provider directory on the Member Hub at www.geo-blue.com or through the GeoBlue mobile app. You can view physician profiles and contact them directly to schedule an appointment.

After you make your appointment, contact us to provide the doctor's office with the information required to arrange Direct Pay. This is necessary when scheduling follow-up appointments as well. While it's often easier to set up your own appointments, we can help when you are unsure about where to seek care.

Are prescription medications covered?

Benefits are limited to emergency prescriptions that are medically necessary. You may be required to pay for any prescription medications up front and submit a claim for reimbursement.*

How do I request Direct Pay?

We suggest requesting Direct Pay at least 48 hours in advance of your appointment.

- Use the GeoBlue app to search for a provider, view their profile and complete a request form
- Visit the Member Hub on www.geo-blue.com
- Call GeoBlue at +1-215-798-3714 (collect calls accepted) for immediate service



Using Your Plan

① Register for the GeoBlue Member Hub and mobile app

Register for the Member Hub or mobile app for convenient access to a wide range of tools and services. The app is available from the Apple App Store or Google Play.

- Access your Certificate of Insurance for details on your benefits
- Display electronic ID card
- Locate trusted healthcare professionals and facilities outside the U.S.
- Arrange direct payment to your provider
- Access global health and safety tools including translations, medicine equivalents guide, news and safety information
- You can register online at www.geo-blue.com or through the GeoBlue mobile app
- You only need to register once, not for every trip. Please note, the same email cannot be registered multiple times



Registering for the Member Hub or mobile app is not the same as enrollment. Enrollment occurs when you submit a claim

② Locate your digital ID card

It is important to have your GeoBlue ID card to access healthcare services; you will need to present your ID card whenever you receive medical care. This card can be accessed from multiple sources:

- Your ID card is available in the Member Hub on www.geo-blue.com or on the mobile app
- You can display or email your ID card through the app
- Your name is not listed on your ID card because individual enrollment information is not collected up front. When accessing healthcare services, please refer to the group access code.

③ Submit claims

Visit the “How to File Claims” section of the Member Hub to view detailed instructions and to download a claim form.

Questions? We're here for you 24/7/365 at **+1-610-254-5830** (collect calls accepted)

*Certain limitations and exclusions apply under this plan and may affect your coverage. Your Certificate of Insurance is on file with your company and on the Member Hub at www.geo-blue.com.

Products and services may not be available in all jurisdictions and are expressly excluded where prohibited by applicable law.

Telemedicine services are provided by Teladoc Health, directly to members. GeoBlue assumes no liability and accepts no responsibility for information provided by Teladoc Health and the performance of the services by Teladoc Health. Support and information provided through this service does not confirm that any related treatment or additional support is covered under a member's health plan. Apple and iTunes are trademarks of Apple, Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google Inc.

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