Benefits Review

What Does the University of Montana System plan cover?
University of Montana System Outbound Benefits

What does the plan cover?

Please refer to the plan Certificate of coverage for Maximum Benefits stated in the Schedule of Benefits, specified benefits and limitations set forth under Covered Medical Expenses, the General Certificate Exclusions and to all other limitations and provisions of the Certificate.

- Medical Evacuation up to $250,000
- Repatriation of remains up to $100,000
- Accidental Death and Dismemberment benefit of up to $10,000
- Maternity Care
- Outpatient prescription drugs including oral contraceptives and devices – Refer to plan Certificate for details.
- Inpatient and Outpatient Mental Health Care
- Emergency Family Travel Arrangements of up to $5,000.
GeoBlueStudents.com

How to access the site/ Sample ID Card
SAMPLE ID CARD

Front of Outbound Card:

GeoBlue

Member Name
0000000000

Coverage 01-Jan-16 to 01-Jan-17

School Name

GeoBlue

Members: See benefit booklet for services covered by your plan. Possession of this card does not guarantee eligibility for benefits.

Claims incurred Outside the U.S., Puerto Rico, and U.S. Virgin Islands
File all claims with GeoBlue, 100 Matsonford Road
One Radnor Corporate Center, Suite 100
Radnor, PA 19087, USA
Visit www.geobluestudents.com for instructions.

Medical benefits are underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, IL, an independent licensee of the Blue Cross and Blue Shield Association.

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.

www.geobluestudents.com
24/7 Member Services
Outside the U.S. +1.610.263.2847
Toll Free Within the U.S. 1.844.268.2686
customerservice@geo-blue.com
24/7 Medical Assistance and Evacuation
Collect Calls Accepted +1.610.254.8771
globalhealth@geo-blue.com
My Plan

The coverage and benefits tab will provide you with your coverage dates and plan details.

The enrollment details section is where you can update your personal information such as address.

The Member Guide PDF will open your Member Guide which contains key information for your plan.

Print ID card allows you to download and print your ID card.
Destination Dashboard

How to find an in-network provider, translate medications and access Health and Security Information
The Destination Dashboard

Tools and services at your finger tips

One-stop-shop for accessing:

- News alerts
- Security Profiles
- Translation tools
- Currency information
- Drug Equivalency Guide
- Providers and Specialists
- Hospitals & Clinics
- And more...
Tools and Services

Features:
- Find International Providers
- Profile Information
- Total Support and Assistance
- Claims
- Quick Shortcuts
- Tools and Services
- Travel Resources

Select “Tools and Services”
Doctor and Facility Finder

Go to “International Provider Finder”
International Provider Search

Search by Location

Search For
- Doctor / Dentist
- Hospital / Facility
- Pharmacy
- Travel Clinic

Within
- 25 Miles
- 100 Miles

Country
Choose a Country

City
Enter at least 2 characters

Specialty
Choose a Specialty

Search
The Destination Dashboard

Tools and services at your finger tips
The Destination Dashboard

Adult primary Care providers will be automatically displayed.

Look for the Network Provider Icon to identify Direct pay options.

If you would like to search for other specialties or facility types, click SEE MORE.
Before leaving the US, be sure to visit the site and confirm your medications are available and LEGAL in your destination country.

You can also use the Drug Translation Guide to identify medication prescribed to you in country.
Drugs and Medical Term Translation

Translate Medical Terms

Hundreds of key medical terms like hay fever, bronchitis, or deductible translated into the most widely spoken languages with audio clips and transliterations.

From: English     To:            

Tools and Services

Doctors and Facilities Finder
Health Tools
Medicine Equivalents
Medical Terms
Medical Phrases
Symptom Triage
News & Safety
The Destination Dashboard

Security Profiles and News Alerts will help you stay safe and informed.
Global Health and Safety Services
Our Global Health and Safety service seeks to extend the care you have at home abroad and protects you in emergencies.

Medical Assistance Services available 24/7

<table>
<thead>
<tr>
<th>Care before you go</th>
<th>Care while you are away</th>
<th>Support in crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pre-trip planning for chronic conditions</td>
<td>• Informed Choice consultation</td>
<td>• Repatriation of mortal remains</td>
</tr>
<tr>
<td>• Insight on local healthcare system</td>
<td>• Prescription transfer</td>
<td>• Emergency medical evacuations</td>
</tr>
<tr>
<td>• Direct Pay for medical care</td>
<td>• Medical monitoring</td>
<td>• Bedside visits</td>
</tr>
</tbody>
</table>

---

Bedside visits
Medical Care Abroad

Global Health and Safety Team:
We maintain a 24/7 call 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 who are English-speaking and Western-trained. Our contracted network providers and hospitals receive direct payment from us so you will not have to pay out of pocket and submit a claim.

Direct Pay:
It is customary for most overseas providers to require a guarantee of payment 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 to secure Direct Pay.*
Pre-trip Planning

If you are traveling with a medical condition, it is important to plan ahead.

If you have a medical condition, particularly one that requires regular treatment or medication, please contact our Global Health and Safety team prior to your departure. We’ll provide the resources you need to manage your health while you’re away. Our pre-trip planning services include:

• **Support finding appropriate care** - we will locate a provider in your destination and help you coordinate the care you need.
• **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.

If you have any questions about the care you require while abroad, please contact us before you go.

Additional Services:

To meet your special needs, we will:

• Help you replace corrective lenses, medical devices or equipment
• Coordinate passport replacement
• Make referrals for legal assistance

Remember: Some medications are NOT available or legal outside of the US.
Go to the nearest emergency room and contact us from there.

1. Call GeoBlue at +1.610.254.8771 – 24/7/365 – collect calls accepted
2. Reason for the hospital admission i.e. diagnosis or symptoms
3. Your full name and DOB
4. GeoBlue member ID
5. Your local phone number
6. Your email address
7. Name and of the phone number of the treating physician
8. Hospital/Facility Name

---

Medical Evacuation

1. Call GeoBlue at +1.610.254.8771 – 24/7/365 – collect calls accepted
2. Reason for the evacuation i.e. diagnosis or symptoms
3. Your full name and DOB
4. GeoBlue member ID
5. Your local phone number
6. Your email address
7. Name and of the phone number of your treating physician
8. Hospital/Facility name
What do I do if I need to see a doctor?

Simply find a participating provider or hospital in the Member Hub on www.geobluestudents.com or in the GeoBlue member app, view their profile 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.

How do I request Direct Pay?

- Use the GeoBlue app to find a provider, view a profile and complete a request form
- Visit the Member Hub on www.geobluestudents.com
- Email globalhealth@geo-blue.com the name of your provider, the reason for your appointment and the date and time of your scheduled visit
- Call GeoBlue at +1.610.254.8771
GeoBlue technology delivers exceptional confidence and convenience to members

**Online and mobile tools**

- **Direct Pay** – Allows members or GeoBlue contracted providers to request a guarantee of payment from a website or the GeoBlue mobile App

- **Drug Equivalency Guide** – Find country-specific prescription and over-the-counter names and preparations for over 400 medications

- **Translate Medical Terms** – Translate symptoms, diagnoses and treatments into the ten most common languages

- **Understand Health and Security Risks** – Review the latest security and health issues and dig into profiles on crime, terrorism and on the reliability of police, hotels and transportation

- **Mobile ID card** – View on your mobile phone and fax directly to providers

- **eClaims** – Complete an electronic claim form and upload any supporting documents directly through the GeoBlue website or mobile App
If you already know the name of the doctor you will see, you can start the process by clicking on the Start a New Direct Pay Request button.
Direct Pay Request

Request Type

Have you previously contacted us about this symptom or condition?

- Yes, I have previously contacted GeoBlue for assistance with this condition.
- No, this is a new request.

Questions?

For medical assistance call or email us.

+1.800.257.4823 (toll-free from the U.S.)
+1.610.254.8771 (collect, if outside the U.S.)
### Direct Pay Request

#### Patient Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Name*</td>
<td>Gretchin Inbound</td>
</tr>
<tr>
<td>Date of Birth*</td>
<td>01-Jan-1980</td>
</tr>
<tr>
<td>Relationship to Policy Holder*</td>
<td>Primary</td>
</tr>
<tr>
<td>Local Address 1*</td>
<td>1 Radnor Corporate Center, Suite 100</td>
</tr>
<tr>
<td>City*</td>
<td>Radnor</td>
</tr>
<tr>
<td>Zip / Postal Code</td>
<td>19037</td>
</tr>
<tr>
<td>Country*</td>
<td>England</td>
</tr>
<tr>
<td>Phone*</td>
<td>6102545700</td>
</tr>
<tr>
<td>Email*</td>
<td><a href="mailto:gbilz@geo-blue.com">gbilz@geo-blue.com</a></td>
</tr>
</tbody>
</table>

#### Summary

- **Dr: Stephen Court, MBBCh**

[Network Provider]
Direct Pay Request

Type of Service

What type of care is needed?*

- [x] Outpatient

Would you like help scheduling an appointment?*

- [x] I already have an appointment
- [ ] I need an appointment

What type of service is needed?*

- Illness/Injury Visit

Questions?

For medical assistance call or email us.

+1.800.257.4823 (toll-free from the U.S.)
1.680.297.4777 (direct from phone)

[Back] [Continue]
## Appointment Details

**What is the date of your appointment?**

08/12/2016

**What is the time of your appointment?** (optional)

13:00

**Describe your symptoms / diagnosis**

Illness | Injury | Visit

355 characters remaining

**Comments**

this is a test case

431 characters remaining
# Direct Pay Request

## Review Your Request

Please review the details of your request and select submit to process.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Patient</th>
<th>Physician</th>
<th>Service Type</th>
<th>Symptoms / Diagnosis</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Provider</td>
<td>3 - Patient</td>
<td>2 - Type</td>
<td>4 - Service</td>
<td>5 - Appointment</td>
<td>6 - Review</td>
</tr>
<tr>
<td></td>
<td>Gretchen Inbound</td>
<td>Dr. Stephen Court, MBScCh</td>
<td></td>
<td>Illness / Injury Visit</td>
<td></td>
</tr>
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</tbody>
</table>

[Back] [Submit Request]
Direct Pay Confirmation

Thank you for your request

Your request has been successfully submitted.

Appointment Date/Time: 12-Aug-2016, 13:00
Case Number: ENG3614095
Provider: Dr. Stephen Court, MBBSch
Member: Gretchen Inbound
Patient: Gretchen Inbound
Request Type: Direct Pay

While some requests can be fulfilled almost instantly, others may take longer due to provider office hours and availability. You will be notified as soon as your request has been fulfilled.

To change, cancel or check the status of your request, email us a detailed request including your case number (ENG3614095) to globalhealth@geo-blue.com.

Remember, electronic requests should not be used in a medical emergency. If you experience serious or severe symptoms, you should immediately seek help in your location.

Thank you,
How to File an E-Claim

Detailed Instructions
The View my Claims tab will show you all of your claims including where they are in the payment process.

The How to File a claim section provides you with detailed instructions.

Click on File an e-claim to start the claims process. The coming slides review this process.
How to File an E-Claim

As an eligible GeoBlue Student member, you can use this website to submit an international claim online.

File a New eClaim ➜ View Previously Submitted Claims

Unsubmitted Claims
Incomplete or unfinished submissions. You may have chosen to “save your progress” at one point. You can access and finish filing your claims below.

Search:

<table>
<thead>
<tr>
<th>Nickname</th>
<th>Claimant</th>
<th>Status</th>
<th>Date Last Saved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wizard CLM 29-Apr-2016</td>
<td>MR. SUNY1 TESTER1</td>
<td>50% Completed</td>
<td>29-Apr-2016 (mobile)</td>
</tr>
</tbody>
</table>
eClaim Submission

Preliminary Information

Before we get started filing a claim, we need to determine a couple of things that will help us file your claim properly.

- Who will receive the reimbursement?
  - Primary Member
  - Provider (ex. Doctor, Hospital, Pharmacy)

- Is the patient covered under other health insurance? If GeoBlue is your only healthcare provider you may select No.
  - Yes
  - No

- Was the patient's treatment due to an accident or work-related injury?
  - Yes
  - No

- Was this condition or injury the result of or caused by the patient's participation in an intercollegiate sport?
  - Yes
  - No

Continue
eClaim Submission

Basic Information

- **eClaim Description**
  - Required

Primary Member's Contact

- **Email Address**: Tester1sunyi@suny.edu
- **Employer Name**: SUNY
- **Patient Name**: MR. SUNYI TESTER1
- **Phone Number**: 2158686666

Primary Member's Contact

- **Address**: 123 test street
- **City**: test
- **State / Province**: 
- **Address 2**: 
- **Country**: Belgium
- **Zip / Postal Code**: 08776-987
Provider / Facility Details

Use an Existing Provider
Enter a New Provider

Provider / Facility
Select a Provider/Facility

Type

Provider / Facility Name

City

Country

Charge Details

Charge Amount

Billed Invoice Currency
Select a Currency

Visit Details

Describe symptoms or condition that caused you to seek medical care
Include a description of the illness or symptoms pertaining to the invoice/bill. If not applicable, enter "N/A".

Service Description
For examples of service descriptions click here.

Start of Service
End of Service

Back Save Charge
Success
Your changes have been saved.

Charges Summary

Number of Charges 1

Invoiced Charges

Please enter each invoice/bill as a separate charge.

<table>
<thead>
<tr>
<th>Provider Facility</th>
<th>Date(s) of Service</th>
<th>Amount Charged</th>
</tr>
</thead>
<tbody>
<tr>
<td>test hospital</td>
<td>17-Aug-2016 - 17-Aug-2016</td>
<td>135.00 USD</td>
</tr>
</tbody>
</table>

View  Edit
eClaim Submission

Supporting Documents

Upload invoice documents, receipts, and all other reimbursement information. All supporting documents from every doctor(s) and/or facility(s) must be uploaded in order to process the eClaim.

Accepted File Types: PDF, JPG, JPEG, TIF, TIFF, PNG, DOCX, DOC, BMP, RTF
Maximum File Size: 100MB

File Description

Upload File

Back | Upload File

eClaim Submission

Supporting Documents

Upload invoice documents, receipts, and all other reimbursement information. All supporting documents from every doctor(s) and/or facility(s) must be uploaded in order to process the eClaim.

receipt

Delete | View

Back | Upload a New File | Continue
eClaim Submission

Authorization

I certify the information submitted is complete and correct and that I am claiming benefits only for charges incurred by the patient named in the submission. Authorization is hereby given to any provider of service, that participated in any way in the patient’s care, to release to Worldwide Insurance Services and its business associates in any country any medical or other personal information that they deem necessary to provide service or adjudicate this claim, recognizing that applicable law concerning personal information may differ among countries.

Agreement of Terms*  I Agree
Full Name*  SUNY Tested
Today's Date  17-Aug-2016

*Required
eClaims Summary

Your eClaim has been successfully submitted
You will receive an email verifying our receipt of your submission shortly.

As an eligible GeoBlue Student member, you can use this website to submit an international claim online.

File a New eClaim ➔ View Previously Submitted Claims

Unsubmitted Claims

Incomplete or unfinished submissions. You may have chosen to "save your progress" at one point. You can access and finish filing your claims below.

Search:
Customer Service & Global Health and Safety Services contact details:

For questions about your medical plan:

Outside the U.S. call +1.610.263.2847
Toll free within the U.S. call 1.844.268.2686
customerservice@geo-blue.com

For medical assistance,
(including Direct Pay outside the U.S.):

Collect calls accepted on +1.610.254.8771
Toll free within the U.S. call 1.800.257.4823
globalhealth@geo-blue.com
Contacting GeoBlue Worldwide

GeoBlue Global Health and Safety Team

- For medical evacuation and other 24/7 emergency assistance as well as routine, non-emergency requests for health information, direct billing with physicians and hospitals, and outpatient appointment scheduling.
- Voice: +1.610.254.8771; toll free within the U.S. 1.844-268-2686
- Fax: +1.610.293.3529
- Email: globalhealth@geo-blue.com (email only used for non-emergent cases)

Customer Service

- For assistance with benefit questions, claims inquiries or other general information:
- Voice: +1.610.254.8769; toll free within the U.S. 1.888.243.2358
- Email: studentinfo@geo-blue.com

Claims Submission

- If you have a claim in hand, you may mail it to:
  - **Inbound Groups:**
    - GeoBlueStudents
    - P.O. Box 21974
    - Eagan, MN 55151
  - **Study Abroad Groups:**
    - GeoBlue
    - Attn: Claims Dept.
    - P.O. Box 1748
    - Southeastern, PA 19399-1748 USA

Claims can also be submitted via email to customerservice@geo-blue.com or by fax to +1.610.293.3529