

## GeoBlue

[Printing an ID Card](#)

[Health Tools](#)

[International Network](#)

[Rx Searches and Availability](#)

[Web Demo](#)

[News and Safety](#)

[International Provider Search](#)

[GeoBlue Contact Info](#)

[International Health Insurance and Services](#)

# 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:



School Name

Member  
Name  
0000000000

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



**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](http://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.

[www.geobluestudents.com](http://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](mailto:customerservice@geo-blue.com)

**24/7 Medical Assistance and Evacuation**

Collect Calls Accepted **+1.610.254.8771**  
[globalhealth@geo-blue.com](mailto:globalhealth@geo-blue.com)

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.

## My Plan

Gretchen Middle

id 502253411

100 Matsonford Rd  
test address 2  
test address 3  
radnor, Pennsylvania 19807  
United States  
gblitz@hthworldwide.com

Coverage & Benefits

Enrollment Details

Member Guide PDF

Print ID Card

## My Claims

0

Received

0

Processing Claim

0

Processing Payment

0

Complete

View My Claims

How to File a Claim

File an eClaim

My Claims shows claims submitted in the last 90 days.

## Get Care

### Provider Finder

Locate a trusted doctor or hospital in over 190 countries.

International Provider Finder

U.S. Provider Finder

U.S. Pharmacy Finder

Start a New Direct Pay Request

View All Issued GOPs

### Service Requests

We provide concierge-level service to help you manage your expected and unexpected medical situations.

Submit a Service Request

## My Destination



Get all the news, travel tools, and provider information for your new city in one spot.

Explore Your Destination

News & Safety

## My Health Tools

Medicine Equivalents

Translate Medical Terms

Translate Medical Phrases

Symptom Triage

## Contact Customer Service

+1.844.268.2686 (toll-free from the U.S.)

+1.610.263.2847 (collect, if outside the U.S.)

Contact Customer Service

GeoBlue Mobile App  
Global. Local. Mobile.

## Find Dental Coverage

If you are looking for individual dental insurance, visit Delta Dental to shop for plans available in your location.

Find a Dental Plan

Delta Dental Plan Association is not a Blue Cross Blue Shield company, nor is it related to GeoBlue. Delta Dental Plan Association is solely responsible for [www.deltadental.com](http://www.deltadental.com) and all related services.

## My Plan

Gretchen Middleden inbound 502253411

100 Matsonford Rd  
test address 2  
test address 3  
radnor , Pennsylvania 19807  
United States  
gblitz@hthworldwide.com

Coverage & Benefits

Enrollment Details

Member Guide PDF

Print ID Card

# My Plan

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

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

## My Destination



GeoBlue

Member Hub Dashboard Welcome Tools & Services Claims

Florence Italy

11 Local Primary Care Providers for Florence

Name	Address	Phone
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]
Dr. [Name]	Florence, Italy	[Phone]

Explore Your Destination

News & Safety

Get all the news, travel tools, and provider information for your new city in one spot.

Explore Your Destination

News & Safety

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...

The screenshot displays the GeoBlue Destination Dashboard for Tokyo, Japan. The interface includes a map of Tokyo, a navigation menu with links for Products, Why GeoBlue?, Destination Dashboard, Wellness, Tools & Services, Member Hub, and Claims, and a 'HOME COUNTRY' dropdown set to 'UNITED STATES'. The main content area is divided into several sections: a 'Tokyo Japan' header with a 'CHANGE LOCATION' button; a 'Tokyo TRAVEL SECURITY PROFILE' showing 'NEGLIGIBLE RISK'; a 'Japan TRAVEL SECURITY PROFILE' showing 'LOW RISK'; a 'Health Atlas' with a circular radar chart for various health risks; a 'News Alerts' section with three recent alerts; a 'Contact Customer Service' section with phone numbers; a 'Vaccination and Health Risks' section; an 'ADVIL' drug equivalency section; and a 'Direct Pay (GOP)' section with a 90-day history. On the right side, there are two lists of providers: '11 Adult Primary Care Providers' and '23 Hospitals & Clinics', each with a 25-mile radius filter and a 'SEE MORE' link.

# 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"

Member Hub - Destination Dashboard Tools & Services - Claims -

### My Plan

John B Student Abroad 200439003

1 Student Group Member  
Dob: 1993  
Residence: Pennsylvania 15067  
jbs@geoblue.com

Coverage & Benefits  
Enrollment Details  
Member Guide PDF  
Print ID Card

### My Claims

0	0	0	0
Received	Processing Claim	Processing Payment	Complete

View My Claims  
How to File a Claim  
File an eClaim

My Claims shows claims submitted in the last 90 days.

### Get Care

#### Provider Finder

Locate a trusted doctor or hospital in over 150 countries.

International Provider Finder

#### Request Direct Pay

Avoid paying out-of-pocket for medical care and submitting claims by requesting Direct Pay prior to your appointment.

Request Direct Pay  
View Issued GOPs

#### Service Requests

We provide concierge-level service to help you manage your expected and unexpected medical situations.

Submit a Service Request

### My Health Tools

Medicine Equivalents  
Translate Medical Terms  
Translate Medical Phrases  
Symptom Triage

### My Destination

Get all the news, travel tools, and provider information for your new city in one spot.

Explore Your Destination  
News & Safety

### Contact Customer Service

+1.844.268.2686 (toll-free from the U.S.)  
+1.610.263.2847 (collect, if outside the U.S.)

Contact Customer Service

Use our mobile app to access the best local doctors, hospitals, and resources

# Doctor and Facility Finder



Go to "International Provider Finder"

[Go To Administrator Portal](#)

Member Hub | Destination Dashboard

Tools & Services ▾

## Member Hub

Access your global benefits information and member tools through our secure hub.

Access your global benefits information and member tools through our secure hub.

## Features

- ✓ Find International Providers
- ✓ Profile Information
- ✓ Total Support & Assistance
- ✓ Claims
- ✓ Quick Shortcuts
- ✓ Tools & Services
- ✓ Travel Resources

### Doctor & Facility Finder

**International Provider Finder**

U.S. Provider Finder

U.S. Pharmacy Finder

### Health Tools

Medicine Equivalents

Medical Terms

Medical Phrases

Symptom Triage

### News & Safety

Security Profiles

News Alerts

### My Plan

John B Student Abroad 200430093

1 Member Group Member  
Suite 100  
Member ID: 200430093  
jbsa@geobluestudents.com

Coverage & Benefits

Enrollment Details

Member Guide PDF

Print ID Card

### My Claims

0	0	0	0
Received	Processing Claim	Processing Payment	Complete

View My Claims

How to File a Claim

File an eClaim

My Claims shows claims submitted in the last 90 days.

### Get Care

#### Provider Finder

Locate a trusted doctor or hospital in over 190 countries.

[International Provider Finder](#)

#### Request Direct Pay

Avoid paying out-of-pocket for medical care and submitting claims by requesting Direct Pay prior to your appointment.

[Request Direct Pay](#)

[View Request eCPDs](#)

# International Provider Search

Tools and  
Services

---

Doctors and  
Facilities Finder

[International Provider  
Finder](#)

[U.S. Provider Finder](#)

[U.S. Pharmacy Finder](#)

Health Tools

News & Safety

## International Provider Search

Search by Location   [Search by Name](#)

Search For    Doctor / Dentist    Hospital / Facility    Pharmacy    Travel Clinic

Within    25 Miles    100 Miles

Country  

City  

Specialty

# The Destination Dashboard

Tools and services at your finger tips

The image shows a web interface for a destination dashboard. On the left, a Google Map of London is displayed with labels for Brent Park, Holloway, Stratford, Poplar, Canary Wharf, Kensington, Westminster, Fulham, and London. The map is partially overlaid by a form. The form has a 'HOME COUNTRY' label and a dropdown menu set to 'TANZANIA'. Below this, the text 'London England' is displayed with a small UK flag icon. A 'CHANGE LOCATION' button is visible. The form also includes a 'Change Location' section with a dropdown set to 'England' and a text input field containing 'London'. Below that, the 'Home Country' section has a dropdown set to 'Tanzania'. A 'Go To Destination' button is located at the bottom of the form. To the right of the form, another map of London is shown, with labels for Brent Cross, Holloway, Stratford, Poplar, Canary Wharf, Kensington, Westminster, Fulham, London, Brixton, Dulwich Village, Balham, and Forest Hill. Below the second map, there is a 'CHANGE LOCATION' button. At the bottom of the interface, a 'Recent Locations' section lists several locations: London, England; Minsk, Belarus; Columbus, GA, United States; Columbus, OH, United States; Columbus, OH, United States; London, United Kingdom; Columbus, OH, United States; Buenos Aires, Argentina; and Singapore, Singapore.

London, England

Change Location

England

London

Home Country

Tanzania

Go To Destination

Recent Locations





- [London, England](#)
- [Minsk, Belarus](#)
- [Columbus, GA, United States](#)
- [Columbus, OH, United States](#)
- [Columbus, OH, United States](#)
- [London, United Kingdom](#)
- [Columbus, OH, United States](#)
- [Buenos Aires, Argentina](#)
- [Singapore, Singapore](#)

# The Destination Dashboard

Adult primary Care providers will be automatically displayed.

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


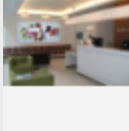


**63 Adult Primary Care Providers**  
100 MILE RADIUS

	<b>Dr. Stephen Court, MBCh</b> <a href="#">NETWORK PROVIDER</a> 1.18 mi / 1.9 km
	<b>Dr. Vikram Dave, MBBS</b> Holborn Medical Centre <a href="#">NETWORK PROVIDER</a> 1.18 mi / 1.9 km
	<b>Dr. Alexander Moghissi, MBBS</b> Holborn Medical Centre <a href="#">NETWORK PROVIDER</a> 1.18 mi / 1.9 km
	<b>Dr. Marina Hill, BM</b> London Claremont Clinic <a href="#">NETWORK PROVIDER</a> 1.31 mi / 2.11 km

[SEE MORE](#)

[ADJUST SEARCH OPTIONS](#)

**143 Hospitals & Clinics**  
25 MILE RADIUS

	<b>Bupa Dental Centre</b> +44.20.7242.7212 0.93 mi / 1.5 km
	<b>BUPA Wellness Centre - London (West End)</b> +44.20.7506.2770 <a href="#">NETWORK PROVIDER</a> 0.99 mi / 1.59 km
	<b>BUPA Wellness Centre - Fleet Street</b> +44.207.599.5500 <a href="#">NETWORK PROVIDER</a> 1.03 mi / 1.66 km
	<b>The London Skin and Hair Clinic</b> +44.20.7183.4565 <a href="#">NETWORK PROVIDER</a> 1.1 mi / 1.77 km

[SEE MORE](#)

[ADJUST SEARCH OPTIONS](#)

If you would like to search for other specialties or facility types, click **SEE MORE**.

# The Destination Dashboard



## Drug Translation Guide

**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.**

Country of Origin	<input type="text" value="United States"/>	Destination Country	<input type="text" value="England"/>
Medication Name	<input type="text" value="ADVAIR"/>	Enter a name of the medication you want to translate as it is known in your country of origin. Enter the entire medication name or just a beginning or a first word.	
<input type="button" value="Search"/>			
<b>Search Results</b>			
<b>ADVAIR</b>			
Generic Name	FLUTICASONE + SALMETEROL		
Preparations	Diskus 100/50 (0.1 mg + 0.05 mg/actuation); Diskus 250/50 (0.25 mg + 0.05 mg/actuation); Diskus 500/50 (0.5 mg + 0.05 mg/actuation); Aerosol Liquid, HFA-Inhalation (45 mcg + 21 mcg, 115 mcg + 21 mcg, 230 mcg + 21 mcg per actuation)		
<b>Brand Equivalents in England</b>			
<b>Brand Name: SERETIDE</b>			
Generic Name	FLUTICASONE + SALMETEROL		
Preparations	Accuhaler (100 mcg + 50 mcg, 250 mcg + 50 mcg, 500 mcg + 50 mcg per actuation); Evohaler Aerosol (125 mcg + 25 mcg, 250 mcg + 25 mcg, 50 mcg + 25 mcg per actuation)		

# Drugs and Medical Term Translation

## Tools and Services

[Doctors and Facilities Finder](#)

[Health Tools](#)

[Medicine Equivalents](#)

[Medical Terms](#)

[Medical Phrases](#)

[Symptom Triage](#)

[News & Safety](#)

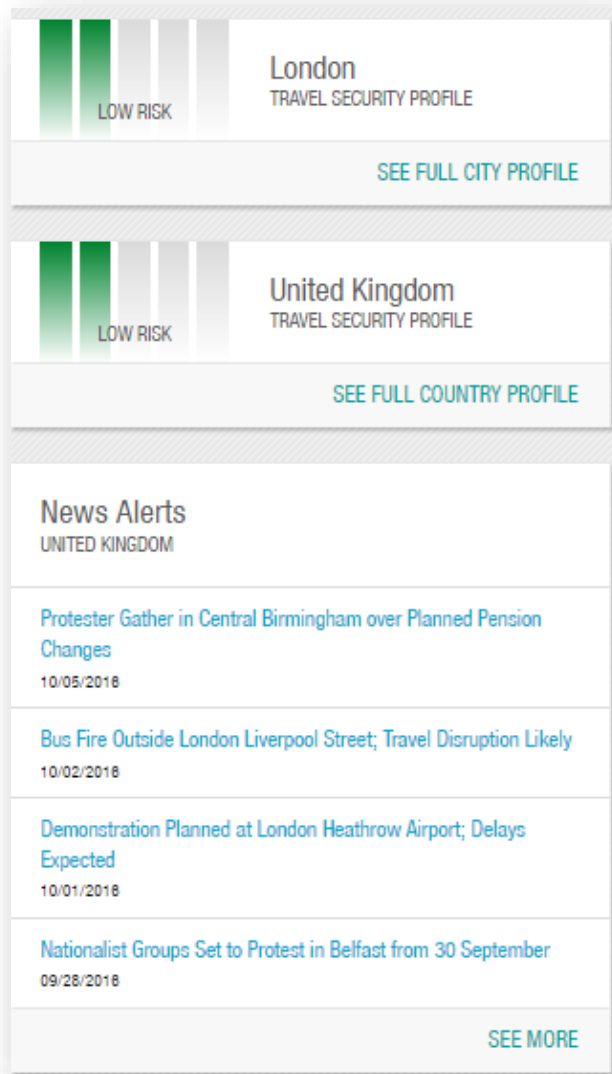
## Translate Medical Terms

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

From	<input type="text" value="English"/>	To	<input type="text"/>
------	--------------------------------------	----	----------------------



# The Destination Dashboard



Security Profiles and News Alerts will help you stay safe and informed.

A world map composed of small orange dots on an orange background. The map is centered and covers most of the page. The dots are arranged in a grid pattern, with some missing or faded to create the shape of continents.

# 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



### Care before you go

- Pre-trip planning for chronic conditions
- Insight on local healthcare system
- Direct Pay for medical care

### Care while you are away

- Informed Choice consultation
- Prescription transfer
- Medical monitoring

### Support in crisis

- Repatriation of mortal remains
- Emergency medical evacuations
- 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.**



## Medical Emergency

**Go to the nearest emergency room and contact us from there.**



## Inpatient Admissions

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



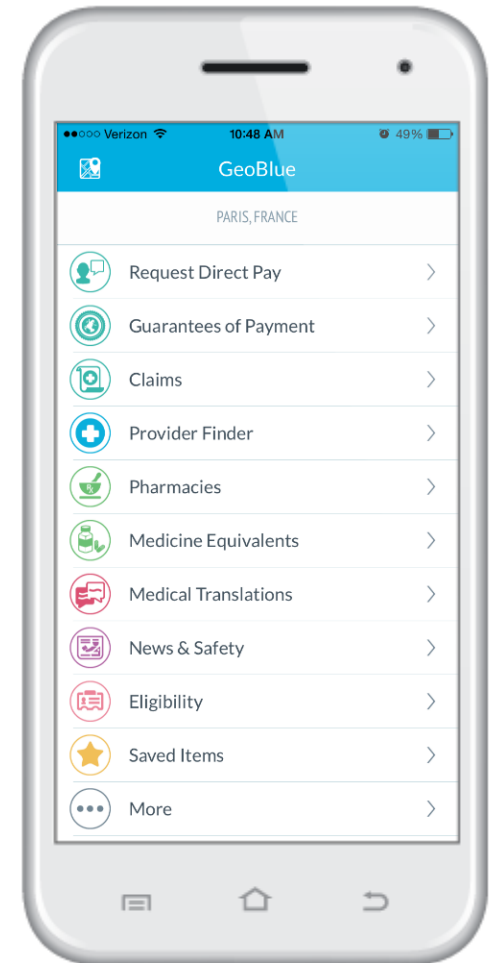
**Understand Health and Security Risks** – Review the latest security and health issues and dig into profiles on crime, terrorism and on the reliability of police, hotels and transportation



**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





# Getting Care Outside of the US

## Requesting Direct Pay

### Get Care

---

#### Provider Finder

Locate a trusted doctor or hospital in over 190 countries.

- International Provider Finder
- U.S. Provider Finder
- U.S. Pharmacy Finder
- Start a New Direct Pay Request**
- View All Issued GOPs

---

#### Service Requests

We provide concierge-level service to help you manage your expected and unexpected medical situations.

- Submit a Service Request

---

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

1 - Provider

2 - Type

3 - Patient

4 - Service

5 - Appointment

6 - Review

7 - Confirmation

### 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.

#### Summary



NETWORK PROVIDER

Dr. Stephen Court, MBBCh

[Change Provider](#)

[Back](#) [Continue](#)

### 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

1 - Provider

2 - Type

3 - Patient

4 - Service

5 - Appointment

6 - Review

7 - Confirmation

## Patient Information

Patient Name\*

Gretchen Inbound

Date of Birth\*

01-Jan-1980

Relationship to Policy Holder\*

Primary

Local Address 1\*

1 Radnor Corporate Center, Suite 100

Local Address 2 (optional)

City\*

Radnor

Zip / Postal Code

19087

Country\*

England

Phone\*

6102548700

Email\*

gblitz@geo-blue.com

Back

Continue

## Summary



NETWORK PROVIDER

Dr. Stephen Court, MBBCh

Change Provider

# Direct Pay Request

1 - Provider	2 - Type	3 - Patient	4 - Service	5 - Appointment	6 - Review	7 - Confirmation
--------------	----------	-------------	-------------	-----------------	------------	------------------

## Type of Service

What type of care is needed?\*

Outpatient

Would you like help scheduling an appointment?\*

I already have an appointment  I need an appointment

What type of service is needed?\*

Illness/Injury Visit

[Back](#) [Continue](#)

### Summary



Dr. Stephen Court, MBCh

[Change Provider](#)

NETWORK PROVIDER

#### Patient

Gretchen Inbound

[Change Patient](#)

## Questions?

For medical assistance call or [email us](#).

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

1.800.257.4823 (toll-free from the U.S.)

# Direct Pay Request

1 - Provider

2 - Type

3 - Patient

4 - Service

5 - Appointment

6 - Review

7 - Confirmation

## 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

Back

Continue

## Summary



NETWORK PROVIDER

Dr. Stephen Court, MBChB

Change Provider

## Patient

Gretchen Inbound

Change Patient

## Care Type

Outpatient

Change Service

## Direct Pay Request

1 - Provider

2 - Type

3 - Patient

4 - Service

5 - Appointment

6 - Review

7 - Confirmation

### Review Your Request

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

Patient	Gretchen Inbound	<a href="#">Edit</a>
Physician	Dr. Stephen Court, MBCh 44.20.7580.5411	<a href="#">Edit</a>
Appointment Date	12-Aug-2016 13:00	<a href="#">Edit</a>
Service Type	Illness/Injury Visit	<a href="#">Edit</a>
Symptoms / Diagnosis	Illness/Injury Visit	<a href="#">Edit</a>
Comments	this is a test case	<a href="#">Edit</a>

[Back](#) [Submit Request](#)

## Direct Pay Confirmation

1 - Provider

2 - Type

3 - Patient

4 - Service

5 - Appointment

6 - Review

7 - Confirmation

### Thank you for your request

Your request has been successfully submitted.

Appointment Date/Time	12-Aug-2016 13:00
Case Number	ENG0614095
Provider	Dr. Stephen Court, MBCh
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 (ENG0614095) to [globalhealth@geo-blue.com](mailto: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



## My Claims



[View My Claims](#)

[How to File a Claim](#)

[File an eClaim](#)

My Claims shows claims submitted in the last 90 days.

## My Health Tools

[Medicine Equivalents](#)

[Translate Medical Terms](#)

[Translate Medical Phrases](#)

[Symptom Triage](#)

## Contact Customer Service

+1.844.268.2686 (toll-free from the U.S.)

+1.610.263.2847 (collect, if outside the U.S.)

[Contact Customer Service](#)

**GeoBlue** Mobile App

Global. Local. Mobile.

[Learn More >](#)

# My Claims

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

## Claims

[File a Claim](#)

[My Claims](#)

[eClaims](#)

### Direct Pay

Avoid paying upfront, filing a claim and waiting for reimbursement.

[Request Direct Pay](#)

## eClaims Summary

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:

Nickname	↑↓ Claimant	↑↓ Status	↑↓ Date Last Saved	↓↑
Wizard CLM 29-Apr-2016	MR. SUNYI TESTER1	50% Completed	29-Apr-2016 (mobile)	

## 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? 

All Fields are Required

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

1 - Basic Information

2 - Charges

3 - Supporting Documents

4 - Authorization

### Basic Information

eClaim Description\* 

Patient Name MR. SUNYI TESTER1

\*Required

### Primary Member's Contact

Email Address Tester1sunyi@suny.edu

Phone Number\*

Employer Name

### Primary Member's Contact

Address\*

Address 2

City\*

Country\*

State / Province

Zip / Postal Code

[Cancel](#) [Save Progress](#) [Continue](#)

## Provider / Facility Details

\*Required

Use an Existing Provider	<a href="#">Enter a New Provider</a>
Provider / Facility	Select a Provider/Facility ▼
Type	
Provider / Facility Name	
City	
Country	

## Charge Details

Charge Amount*	<input type="text"/>
Billed Invoice Currency*	Select a Currency ▼

## Visit Details

Describe symptoms or condition that caused you to seek medical care*	<input type="text"/>
--	----------------------

Include a description of the illness or symptoms pertaining to the invoice/bill. If not applicable, enter "N/A".

Service Description*	<input type="text"/>
----------------------	----------------------

For examples of service descriptions [click here](#).

Start of Service*	<input type="text" value="mm/dd/yyyy"/>	End of Service	<input type="text" value="mm/dd/yyyy"/>
	FIRST date of service listed on bill/invoice		LAST date of service listed on bill/invoice

[Back](#) [Save Charge](#)

# eClaim Submission

1 - Basic Information	2 - Charges	3 - Supporting Documents	4 - Authorization
-----------------------	-------------	--------------------------	-------------------

**Success** ✕  
Your changes have been saved.

## Charges Summary

Number of Charges	1
-------------------	---

## Invoiced Charges

Please enter each invoice/bill as a separate charge.

Provider Facility	Date(s) of Service	Amount Charged	
test hospital	17-Aug-2016 - 17-Aug-2016	135.00 USD	<a href="#">View</a> <a href="#">Edit</a>

[Back](#) [Add New Charge](#) [Continue](#)

# eClaim Submission

1 - Basic Information    2 - Charges    3 - Supporting Documents    4 - Authorization

## 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

\*Required

File Description\*

Upload File\* [Choose File](#) No file chosen

[Back](#) [Upload File](#)

# eClaim Submission

1 - Basic Information    2 - Charges    3 - Supporting Documents    4 - Authorization

## 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

1 - Basic Information	2 - Charges	3 - Supporting Documents	4 - Authorization
-----------------------	-------------	--------------------------	-------------------

## 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

\*Required

Full Name\*

Today's Date

17-Aug-2016

[Back](#) [Submit eClaim](#)



## Claims

[File a Claim](#)

[My Claims](#)

[eClaims](#)

# 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](#)

### Direct Pay

Avoid paying upfront, filing a claim and waiting for reimbursement.



[Request Direct Pay](#)

## 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:customerservice@geo-blue.com) or by fax to +1.610.293.3529