



# Going on a trip?

## Remember to pack your HMSA membership card

As an HMSA PPO and CompMED member, your health care benefits travel with you so you're covered across the country and around the world. When you're outside the U.S., you have access to doctors and hospitals worldwide through **Blue Cross Blue Shield Global® Core**.

### Designed to save you money

When you're out of state, you can often take advantage of negotiated rates with doctors and hospitals across the U.S. For covered services, you typically won't pay more than these rates plus any applicable out-of-pocket costs.

### Find care anywhere

To locate doctors and hospitals wherever you or a covered dependent need care, have your HMSA membership card ready and:

- Within the U.S., visit the National Doctor & Hospital Finder at [BCBS.com](http://BCBS.com).
- Outside the U.S., use the Blue Cross Blue Shield Global Core app for Android\* or iPhone, iPad, and iPod Touch.\*\* (Rates from your wireless provider may apply.)
- Call BlueCard Access® at 1 (800) 810-BLUE (2583).



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## When traveling within the U.S.

- Always carry your current HMSA membership card and present it at the provider's office. They'll identify your benefit level using the suitcase symbol:



Traditional/  
Indemnity  
Benefits



PPO  
Benefits

- PPO members: Use a BlueCard PPO provider to get the highest level of benefits.

Work with your PCP for any required precertification or prior authorization. You can also call HMSA if you have questions; refer to the phone number on the back of your HMSA membership card.

After your visit (and for quicker reimbursement):

- No claim forms are required when using a participating provider.
- No upfront payment required (except for your usual out-of-pocket costs).
- You'll receive a Report to Member from HMSA.
- You can submit a claim online by using My Account at [hmsa.com](https://hmsa.com). Consider printing a claim form before you leave to take with you. This way, you can fill it out when you're with the provider and ensure you include all the information needed for the claim.

**To learn more about these programs, call HMSA at the number on the back of your HMSA membership card.**



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## When traveling outside of the U.S.

- Carry your current HMSA membership card.
- Before you travel, contact HMSA for coverage details (international coverage may vary).
- For help getting medical care, call the **Blue Cross Blue Shield Global Core Service Center**. A coordinator and medical professional will help arrange care if needed.
  - Toll-free: **1 (800) 810-BLUE (2583)**
  - Collect: **(804) 673-1177**  
(available 24 hours a day, seven days a week)

## If you need inpatient care while traveling outside the U.S.

- Call the BCBS Global Core Service Center before receiving inpatient care.
- BCBS Global Core Service Center will advise you if the hospital will submit a claim for you or if you must pay upfront and file a claim.
- Also, call HMSA if you need a service that requires precertification or prior authorization; use the phone number on the back of your HMSA membership card.

## If you need outpatient or professional care

- You may need to pay upfront for care received from a doctor and/or hospital.
- After your visit, complete a Blue Cross Blue Shield Global Core International Claim Form and send it with the bill(s) to the Service Center (the address is on the form).

You can also submit your claim online or through the Blue Cross Blue Shield Global Core mobile app.

- The claim form is available online at [bcbsglobalcore.com](https://bcbsglobalcore.com).

In an emergency, go directly to the nearest hospital.

The Blue Cross Blue Shield Global Core program was formerly known as BlueCard Worldwide®.

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