

Across the country and around the world ... we've got you covered.

As an Arkansas Blue Cross and Blue Shield member, you take your healthcare benefits with you — across the country and around the world. Your membership gives you choices. Within the United States, you're covered whether you need care in urban or rural areas. Blue Cross and Blue Shield companies partner with more than 1.7 million doctors and hospitals nationwide to provide high-quality care at the best possible price. Outside the United States, you have access to doctors and hospitals around the world through the Blue Cross Blue Shield Global® Core program.



Designed to save you money.

In most cases, when you travel or live outside your Arkansas Blue Cross service area, you can take advantage of savings the local BCBS company has negotiated with its doctors and hospitals. For covered services, you should not pay any amount above these negotiated rates and any applicable out-of-pocket expenses.

To locate doctors and hospitals wherever you or a covered dependent need care:

- Use our provider finder at arkbluecross.com/findcare or sign in to Blueprint Portal at blueprintportal.com
- Visit the National Doctor & Hospital Finder at BCBS.com
- Call BlueCard Access® at 800-810-BLUE (2583)



Arkansas
BlueCross BlueShield

An Independent Licensee of the Blue Cross and Blue Shield Association

Take charge of your health, wherever you are.



In the United States

- Always carry your current member ID card.
- Always use a BlueCard PPO doctor or hospital to ensure you receive the highest level of benefits.
- Call Arkansas Blue Cross for precertification or prior authorization, if necessary. Refer to the phone number on the back of your member ID card.
- When you arrive at the participating doctor's office or hospital, show the provider your ID card.

After you receive care, you should:

- Not have to complete any claim forms.
- Not have to pay up front for medical services, except for out-of-pocket expenses (noncovered services, deductible, copayment and coinsurance) you normally pay.
- Receive an explanation of benefits from Arkansas Blue Cross.

In an emergency, go directly to the nearest hospital.



Around the world

- Always carry your current member ID card.
- Before you travel, contact Arkansas Blue Cross for coverage details. Coverage outside the United States may be different.
- If you need medical assistance, call the Service Center for Blue Cross Blue Shield Global Core at 800-810-BLUE (2583) or call collect at 804-673-1177, 24 hours a day, seven days a week. An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospitalization, if necessary.

Inpatient claim: Call the Service Center if you need inpatient care. In most cases, you should not need to pay up front for inpatient care except for out-of-pocket expenses (noncovered services, deductible, copayment and coinsurance) you normally pay. The hospital should submit the claim on your behalf.

In addition to contacting the Service Center, call Arkansas Blue Cross for precertification or preauthorization. Refer to the phone number on the back of your member ID card. Note: this number is different from the Service Center phone numbers listed above.

Professional claim: You may need to pay up front for care received from a doctor and/or hospital. 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 from Arkansas Blue Cross or online at bcbsglobalcore.com.



**To learn more
about the programs
described here, call
the customer service
number on the back
of your ID card.**

TheBlueCard®
Now, Home Is Where The Card Is®

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

Blue Cross, Blue Shield, the Blue Cross and Blue Shield symbols, BlueCard, BlueCard Worldwide, and Blue Cross Blue Shield Global are trademarks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield companies.