USC PPO PLAN  ACCESSING NATIONWIDE AND INTERNATIONAL PROVIDERS

Traveling? Your benefits are with you around the world.

THE BLUECARD® AND BLUE CROSS GLOBAL® CORE PROGRAMS PROVIDE PEACE OF MIND NEAR AND FAR.

As a USC PPO plan member, you have access to care across the country through the BlueCard® network and to doctors and hospitals in nearly 190 countries and territories around the world through the Blue Cross Blue Shield Global® Core program.

WHAT YOU NEED TO KNOW BEFORE YOU TRAVEL

• Before leaving the country, ask Member Services if your international benefits are different.

• Call Member Services at the number on your Plan ID card to find out if you need precertification, which is approval before getting care and helps you find care covered by your plan.

• Save money by seeing a Blue Cross Blue Shield Global® Core program doctor or hospital. You only pay your usual out-of-pocket amounts (deductible, percentage of costs, or copay). You’ll need to pay the entire bill up front when using a doctor or hospital outside of the program.

• Show your USC PPO Plan ID card so they can check your benefits and send your claim for processing.

WHAT IF YOUR DOCTOR OR HOSPITAL IS NOT PART OF THE BLUE CROSS BLUE SHIELD GLOBAL® CORE PROGRAM?

1. You will need to pay up front, in full for your care.

2. Download an international claim form at bcbsglobalcore.com or get a form by calling Member Services at the number on your Plan ID card.

3. Fill out the claim form and send it with the original bills to the Blue Cross Blue Shield Global® Core Service Center.

ACCESS CARE WHEREVER YOU ARE.

IF YOU’RE INSIDE THE U.S. AND NEED CARE:

Call 911 or go straight to the nearest hospital in an emergency.*

Go to anthem.com/ca and use the Find Care tool. Enter your Plan ID number prefix TRJ in the available field to search for a BlueCard® program doctor or hospital.

Use the Sydney Health app to search for a BlueCard® program doctor or hospital. Get turn-by-turn directions to the nearest doctor, urgent care center, or hospital.

Call Member Services at the number on your Plan ID card. They can help you find a doctor or hospital.

IF YOU’RE OUTSIDE THE U.S. AND NEED CARE:

Go straight to the nearest hospital in an emergency.*

Go to bcbsglobalcore.com to search for a doctor or hospital. Accept the Terms and Conditions and enter your Plan ID number prefix TRJ and select Go.

Use the Blue Cross Global Core app to find a doctor or hospital.

Call the Blue Cross Blue Shield Global® Core Service Center 24/7 at 1-800-810-2583 (Blue) or collect at 1-804-673-1177. They can help you set up a doctor visit or hospital stay.

*You or a family member need to call the Member Services number on your Plan ID card within 24 hours after going to the hospital or as soon as you can.