

Your Quick Guide to GeoBlue®

Hampden-Sydney College 2017-2018

GeoBlue



Using Your Plan

Download the GeoBlue app to register

Download our app from the Apple, Amazon or Google Play app stores to put your plan in the palm of your hand:

- Display an electronic ID card
- Locate carefully selected, trusted providers and hospitals outside of the U.S.
- Arrange direct payment to your provider
- Access global health and safety tools including translations, drug equivalents, news and safety information
- Submit and track claims

You can also register online at www.geobluestudents.com.

Visit the Member Hub

Visit the Member Hub on www.geobluestudents.com to view important plan information, submit claims and access convenient self-service tools.

Get your ID card

It is important to have your GeoBlue ID card to access healthcare services; you will need to present your ID card whenever you receive medical care. This card can be accessed from multiple sources:

- Your ID card(s) will be mailed to you
- You can show, fax or email your ID card through the app
- Your ID card is available in the Member Hub on www.geobluestudents.com

Submit claims

Submit claims electronically through the app or through the Member Hub on www.geobluestudents.com. If you prefer to submit a claim via postal mail, click "How to File a Claim" in the Member Hub on www.geobluestudents.com to download the appropriate claim form.


Questions?

Contact us for assistance:

Inside the U.S. call **1-844-268-2686**
Outside the U.S. call **+1-610-263-2847**
customerservice@geo-blue.com

Getting Care

What do I do in the event of a medical emergency?

 **Go immediately to the nearest physician or hospital and then contact us.**

- Call Collect: **+1-610-254-8771**

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.

While it's often easier to set up your own appointments, we can help when you are unsure about where to seek care.
Call collect: +1-610-254-8771.

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**

 **For optimal service, request Direct Pay at least 48 hours prior to your appointment.**

Political and natural disaster services

Your plan includes political and natural disaster evacuation services. If you experience a political event or a natural disaster, please contact us immediately:

- Call collect on **+1-610-254-8771**
- Email globalhealth@geo-blue.com

**Certain limitations and exclusions apply to your coverage under this plan and may affect your coverage. Your Certificate of Insurance is on file with your school and in the Member Hub on www.geobluestudents.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. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.

This coverage is offered to the members of the Global Citizens Association, Washington, D.C.