


Getting care outside the U.S.



With the Blue Cross Blue Shield GlobalSM Core program, your benefits go with you when you travel.

Your health plan offers you access to doctors and hospitals around the world through Global Core.

To use Global Core:

- › Before you travel, contact Horizon BCBSNJ for coverage details, as coverage may vary outside the United States.
- › Always carry your current Horizon BCBSNJ member ID card.
- › If you need care, call the Service Center at **1-800-810-2583 (BLUE)** or collect at **1-804-673-1177**. An assistance coordinator, working with a medical professional, will arrange for your care.
- › You should also call Horizon BCBSNJ for precertification or preauthorization at the number on the back of your member ID card.
- › In most cases, you will not need to pay up front for inpatient care except for the out-of-pocket expenses (noncovered services, deductible, copayment and coinsurance) you would normally pay. The hospital should submit the claim to Horizon BCBSNJ on your behalf, but if you need one, claim forms are available on bcbsglobalcore.com.
- › For outpatient and doctor care or inpatient care not arranged through the Service Center, you may need to pay up front. Horizon BCBSNJ will provide you with the claim form to submit for reimbursement. Complete the form and submit it with your bill(s). You can mail your claim or submit it online at bcbsglobalcore.com or through the BCBS Global Core mobile app.

For help or to learn more about Global Core:

- › Visit bcbsglobalcore.com.
- › Download and use the BCBS Global Core app. (Rates from your wireless provider may apply.)
- › Call Horizon BCBSNJ at **1-844-383-2327**. Representatives can help Monday through Wednesday and Friday, from 8 a.m. to 6 p.m., Eastern Time (ET), and Thursday, from 9 a.m. to 6 p.m., ET.
- › Call the Service Center at **1-800-810-2583** or collect at **1-804-673-1177**, 24 hours a day, seven days a week.