

# GeoBlue Global Health and Safety Services

Available 24 hours a day, 365 days a year

## Pre-trip Planning

If you are traveling with a medical condition, it is important to plan ahead.

If you have a medical condition, particularly one that requires regular treatment or medication, please contact our Global Health and Safety team prior to your departure. We'll provide the resources you need to manage your health while you're away. Our pre-trip planning services include:

- **Support finding appropriate care** - we will locate a provider in your destination and help you coordinate the care you need.
- **Assistance locating prescription medication** - we will determine if you can take your medication with you, if it is available in your destination, or if shipping is an option.

If you have any questions about the care you require while abroad, please contact us before you go.

## Additional Services:

To meet your special needs, we will:

- Help you replace corrective lenses, medical devices or equipment
- Coordinate passport replacement
- Make referrals for legal assistance

## Medical Care Abroad

### Global Health and Safety Team:

We maintain a 24/7 call center to assist you with everything from routine requests to complex medical situations. We coordinate emergency services with a worldwide network of Regional Physician Advisors.

### GeoBlue Provider Community:

You will receive care from carefully selected, trusted providers who are English-speaking and Western-trained. Our contracted network providers and hospitals receive direct payment from us so you will not have to pay out of pocket and submit a claim.

### Direct Pay:

It is customary for most overseas providers to require a guarantee of payment prior to providing non-emergency care. If Direct pay is not arranged prior to the visit, the physician may require payment up front from you. If you are going to see any provider, including one in our provider community, contact us to secure Direct Pay.\*

## 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**

We will contact your medical provider and arrange for Direct Pay. Your case will be monitored closely to determine if medical care is appropriate and adequate local resources are available.

### 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.

### What if I need help scheduling an appointment?

While it's often easier to set up your own appointments, we can help when you are unsure about where to seek care. You may have a new diagnosis, be in a remote area with limited options, in need of translation, or struggling to adapt to your new surroundings. Contact us to request help scheduling a convenient, cashless office visit with one of our trusted English-speaking doctors.

### 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.**

\*Members are required to pay any applicable co-payments, coinsurance or deductibles at the time of service.