

Available 24 hours a day, 365 days a year.

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## Accessing medical care overseas

**Direct Pay:** It is customary for most overseas providers to require a guarantee of payment prior to providing non-emergency care. *If this 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 the GeoBlue provider community, contact GeoBlue to secure Direct Pay.*

**Provider Community:** GeoBlue members receive care from health professionals who are English-speaking, Western-trained and have a formal business relationship with GeoBlue. These providers can be accessed via the GeoBlue Global Health & Safety Team or via the [www.geo-blue.com](http://www.geo-blue.com) website or mobile app.

- Choose from over 6,500 selected, English speaking doctors in 180 countries.
- Find selected hospitals and clinics in over 225 countries.
- Search notable pharmacies in over 600 international destinations.

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## What to do in the event of a medical emergency

- Go immediately to the nearest physician or hospital.
- Contact GeoBlue Global Health & Safety (call collect): **+1.610.254.8771** or email: [globalhealth@geo-blue.com](mailto:globalhealth@geo-blue.com).
- Global Health & Safety Team will contact your medical provider and arrange for Direct Pay
- Global Health & Safety Team will monitor your case to determine if medical care is appropriate and adequate local resources are available.

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## What to do if you need to see a doctor

To avoid paying up-front for your medical care and having to submit a claim for reimbursement, request Direct Pay and schedule an appointment by:

- Calling GeoBlue at +610.254.8771
- Emailing [globalhealth@geo-blue.com](mailto:globalhealth@geo-blue.com)
- Using [www.geo-blue.com](http://www.geo-blue.com) or the GeoBlue downloadable app to find a provider, view a profile and complete a request form

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## Making your own appointment?

If you make your own appointment, contact GeoBlue (with as much notice as possible) to provide the doctor's office with the information required to arrange Direct Pay. This is necessary when scheduling follow-up appointments as well. In many countries providers require payment at the time of the visit unless Direct Pay has been arranged.

Contact us to arrange for Direct Pay:

- Use the GeoBlue app, select the provider and submit a request for Direct Pay Only, Appointment Already Scheduled
- Call Collect: +1.610.254.8771
- Toll Free Inside the U.S.: 1.800.257.4823
- [globalhealth@geo-blue.com](mailto:globalhealth@geo-blue.com)

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## Register online to learn more about your benefits

Visit [www.geo-blue.com](http://www.geo-blue.com) to register and access important plan information:

- Print a temporary ID card
- Review plan benefits
- Locate Blue Cross and Blue Shield providers and hospitals within the U.S.
- Locate trusted providers and hospitals outside of the U.S.

You can also register through the GeoBlue app.

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## Download the GeoBlue app

Download the GeoBlue app and login with the email address and password you created when you registered on the website. If you have not previously registered, you can register directly through the app. The GeoBlue app provides you with the most convenient access to your ID card and GeoBlue's self-service tools.

For more information visit [www.geo-blue.com](http://www.geo-blue.com)