Health Plan Benefits While Traveling Abroad

When you're a Regence Group Administrators of Idaho (RGA-ID) member, you have the peace of mind knowing that wherever you are, you can access your health plan benefits.

Around the world

Through the Blue Cross Blue Shield Global Core program, you have access to doctors and hospitals all over the globe.

BlueCross BlueShield Global | Core

Before leaving the United States, verify your international benefits with RGA-ID as coverage may be different outside the country.

Always carry your current RGA-ID member ID card with you.

If you need to locate a doctor or hospital while traveling outside the U.S., call the **Blue Cross Blue Shield Global Core Service Center** at **1-800-810-2583** or call collect at **1-804-673-1177** (available 24 hours a day, seven days a week). An assistance coordinator and a medical professional will arrange an appointment or hospitalization, if necessary.

Be sure to also contact Customer Care at **1-866-738-3924** for any required pre-certification or prior authorization.

For inpatient care arranged by the Global Service Center:

The service center may arrange direct billing, which means the hospital will submit the claim on your behalf. In this scenario, you should not have to pay upfront for inpatient care at participation Blue Cross Blue Shield Global Core hospitals, except for the out-of-pocket expenses (non-covered services, deductible, copayment, and coinsurance) you would usually pay.

For outpatient care, or inpatient care not arranged through the Global Service Center:

You may need to pay upfront for care received from a non-participating doctor and/or hospital. To get reimbursed, complete a Blue Cross Blue Shield Global Core International Claim Form - available from the Blue Cross Blue Shield Global Core website (**www.bcbsglobalcore.com**) and on the member portal under "Download Member Forms. Then send the form with the bill(s) to the Global Service Center - the address is on the form.

The BCBS Global Core app is available for Apple and Android devices. Visit the appropriate app store or www.bcbsglobalcore.com/home/mobileapp/ to download the latest app for your device (rates from your wireless provider may apply).

In an emergency, go directly to the nearest hospital.

Visit **accessrga.com** and select Idaho to access your RGA-ID Account