# International Claim Form

From Global Core;

If you have questions about a previous claim submission or need help submitting a claim, please contact customerservice@bcbsglobalcore.com or call us toll free at 1-877-547-2903 within the US or +1-804-673-1177 outside of the US. Please provide your medical plan identification number in order to best assist you.

Your documentation will be reviewed by the BlueCross BlueShield Global Core team. Please allow 30 days for processing of a complete claim and understand that if your claim cannot be processed, you will be contacted via email with a request for additional information.
PLEASE NOTE: EMAILS WILL BE SENT FROM GLOBAL CORE CLAIMS VIA A SECURE EMAIL. IT IS IMPORTANT THAT YOU OPEN ANY SECURE EMAILS FROM GLOBAL CORE IN THE FUTURE.

If we do not have each of the following on your claim submission your claim will be delayed:

- Copy of BC ID Card with Member ID
- Completed BCBS Global Core International Claim Form with Member/Patient Signature
- Subscriber Name
- Subscriber Address
- Subscriber Date of Birth
- Patient Name
- Patient Date of Birth
- Diagnosis
- Description of Services
- Billed Charges
- Legible, Itemized Bill
- Date of Service
- Provider Name
- Provider Address
- Provider Payment Details (if payment is to be sent to the provider)
- Official invoice that meets the requirements for the location where services were rendered and is billed in the local currency

As an eligible Blue Cross and Blue Shield member, filing claims online is quick and easy. Simply register on our website at https://bcbsglobalcore.com. Select the Claims tab to submit an international claim by completing the steps in the online wizard or by uploading a completed claim form and supporting documentation.

# International Claim Form

Please see the instructions on the reverse side of this form before completing.

BlueCross BlueShield Global. | Core

Blue Cross and Blue Shield Companies are independent licensees of the Blue Cross and Blue Shield Association.

Send completed form and documentation to: Service Center P.O. Box 2048 Southeastern, PA 19399 or claims@bcbsglobalcore.com
or online at www.bcbsglobalcore.com

## 1. Patient Information — 1A. Member ID

*Include all letters and numbers as shown on your Blue Cross Blue Shield identification card*

| 1B. Patient's name (First, middle initial, last) | 1C. Patient's date of birth MM/DD/YYYY | 1D. Patient's sex ☐ Male ☐ Female |
|---|---|---|
| 1E. Name of subscriber (First, middle initial, last) | 1F. Subscriber's date of birth MM/DD/YYYY | 1G. Patient's relationship to subscriber ☐ Self ☐ Spouse ☐ Child |
| 1H. Subscriber's current mailing address (Street, city, state, and country or ZIP code) | | 1I. Patient's e-mail address |

## 2. Other Health Insurance — Is the patient covered under other health insurance, including Medicare A or B? ☐ Yes ☐ No

*If yes, complete 2A through 2K below.*

2A. Name and address of other insuring company

| 2B. Type of policy ☐ Family ☐ Individual | 2C. Effective date MM/DD/YYYY | 2D. Termination date MM/DD/YYYY | 2E. Policy or identification number of other coverage |
|---|---|---|---|
| 2F. Type of coverage Medical: ☐ Yes ☐ No Hospital: ☐ Yes ☐ No Mental illness: ☐ Yes ☐ No | | 2G. Name of subscriber | 2H. Date of birth MM/DD/YYYY |
| 2I. Employer of subscriber | | 2J. Employment status ☐ Active employee ☐ Retired employee | |

2K. If patient is covered under Medicare, complete the following: Medicare Part A: ☐ Yes ☐ No Effective date _____ Medicare Part B: ☐ Yes ☐ No Effective date _____

## 3. Diagnosis — 3A. Describe illness, injury, or symptoms requiring treatment and onset date of symptoms or injury.

3B. Was patient's treatment due to a work-related accident or condition? ☐ Yes ☐ No

3C. Complete for care related to accidental injuries

Date of accident _____ Location: ☐ At home ☐ Auto ☐ Other _____

Time of accident _____ *If the accident was caused by someone else, attach a statement describing the accident.*

## 4. Charges — Use a separate line to list each type of service or provider and attach itemized bills for all services.

| 4A. Name and address of provider making charge | 4B. Type of provider | 4C. Description of service | 4D. Dates of service or purchase | 4E. Charges |
|---|---|---|---|---|
| | | | | |
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## 5. Payee — Select one of the following payment options:

**Option A. ☐ Make payment to subscriber; provider has been paid.**

Select your payment preference: ☐ **Check** – US Dollar ☐ **Electronic Funds Transfer** – US Dollar ☐ **Electronic Funds Transfer** – Currency on itemized bill(s)

If you want to receive an electronic funds transfer provide the following:

Subscriber name as it appears on bank account: _____ Bank name: _____

Bank's Physical Address: _____

Account # /IBAN: _____ Routing # / ABA / BIC / SWIFT: _____

**Option B. ☐ Make payment to provider (hospital, doctor), if appropriate. Please complete and sign to authorize direct payment to provider.**

I, the undersigned, authorize and request payment for benefits due herein to be made to the following provider of services, if such direct payment is deemed appropriate by the subscriber's Blue Cross and Blue Shield company:

Name of provider _____ Signature of subscriber or spouse _____ Date _____

## 6. Signature —

I certify the above is complete and correct and that I am claiming benefits only for charges incurred by the patient named above. Authorization is hereby given to any provider of service, that participated in any way in the patient's care, to release to the subscriber's Blue Cross and Blue Shield company and its business associates in any country any medical or other personal information that they deem necessary to provide service or adjudicate this claim, recognizing that applicable law concerning personal information may differ among countries. Authorization is also given to the subscriber's Blue Cross and Blue Shield company and its business associates in any country to collect, use or release any medical or other personal information that they deem necessary to provide service, adjudicate a claim or as otherwise described in such Blue Cross and Blue Shield company's Notice of Privacy Practices.

**Signature of subscriber or patient** _____ Date _____

Wet Signature Required

## General Information

- The Blue Cross Blue Shield Global® Core International Claim Form is to be used to submit institutional and professional claims for benefits for covered services received outside the United States, Puerto Rico and the U.S. Virgin Islands.
- **For other claim types (e.g., dental, prescription drugs), contact your Blue Cross and Blue Shield Company for filing instructions.**
- Please complete all fields. If the information requested does not apply to the patient, indicate N/A (Not Applicable).
- Please attach receipts and medical records (test results, x-rays, etc.), if available.
- Please keep photocopies of all documentation for your personal records.

## Itemized Bill Information

Each provider's original itemized bill must be attached and must contain:

- The letterhead indicating the name and address of the person or organization providing the service
- The full name of the patient receiving the service
- The date of each service
- A description of each service
- The charge for each service in local currency

## SPECIAL CARE SHOULD BE TAKEN WHEN COMPLETING THE FOLLOWING FIELDS:

### 1. Patient Information

**1E. Name of subscriber** – For check payments, provide your full name (initials are not acceptable).
**1H. Subscriber's current mailing address** – If check payment is requested, this address will be used. Please provide your physical address (payments cannot be sent to a P.O. Box).

### 2. Other Health Insurance

If the patient holds other insurance coverage, please complete items A through K as completely as possible. It is especially important to indicate the name and address of the other insurance company and the policy or identification number of that coverage, as well as the name and birth date of the person who holds that policy.

In addition, if the patient is someone other than the subscriber and has received benefits from any other health insurance plan held by reason of law or employment, the Explanation of Benefits Form furnished by the other carrier pertaining to these charges must be included with the claim. A clear photocopy of the other carrier's Explanation of Benefits Form is acceptable in place of the original document.

### 4. Charges

Please list the attached bills. Although itemized bills from the provider showing a separate charge for each service must be submitted, your listing will enable us to process the claim more quickly. If additional space is needed, please use a separate sheet of paper to list the following information:

**4A. Name and Address of provider** — as indicated on the bill. Multiple bills from the same provider may be included on the same line, as long as they are for the same type of service.
**4B. Type of provider** — for example: hospital, nurse, physician, clinic, physical therapist, etc.
**4C. Description of service** — for example: hospital admission, office visit, x-ray, laboratory test, surgery, etc.
**4D. Date of service or purchase** — inclusive dates may be indicated for bills containing multiple dates of service.
**4E. Charge** —as indicated on the bill. If the bill has already been paid, please indicate the date it was paid.

### 5. Payee

**Option A. Make payment to subscriber, designation of currency and payment method** — Please note that not all forms of currency may be available for payment. In the event that you select payment in a currency that is not available, you will be paid in U.S. dollars. Banks may charge a fee to receive a wire. You may want to research fees charged by your bank prior to requesting a wire since you will be responsible for any such fees.

For an electronic funds transfer, provide the bank's physical address where the account was opened (not a P.O. Box). Please provide a copy of a voided check or deposit slip so that the bank information can be validated.

**Option B. Authorization for payment to provider** — complete option B if you prefer that benefits be paid directly to the provider of service. Direct payment to the provider is at the discretion of your Blue Cross and Blue Shield Company, except where required by law.

### 6. Signature

The International Claim Form must be signed and dated by the subscriber, spouse, or the patient.

## Disclosure Statement

Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.