



Direct Pay for BCBS Global Solutions Members

What is Direct Pay?

Direct Pay is a service that issues a Guarantee of Payment (GOP) from Blue Cross Blue Shield Global Solutions^(SM) to preferred providers outside the U.S. to cover medical treatment. In many countries providers require this at the time of the visit. If this guarantee is not arranged prior to the visit, the physician may require payment up front from you.

You must request Direct Pay **at least 48-72 hours prior to your appointment** to avoid paying out-of-pocket for medical care and submitting claims. **If a GOP is needed within 24 hours, please call BCBS Global Solutions directly.** Regional specific numbers can be found on the BCBS Global Solutions website or mobile app. These are in addition to the number listed on the back of your ID card.

What is a Guarantee of Payment?

BCBS Global Solutions issues a GOP to define the charges BCBS Global Solutions has agreed to pay for medically necessary services and to clearly indicate any applicable copayments, coinsurance or deductibles that are the responsibility of the patient. Contracted providers may contact BCBS Global Solutions directly for a GOP prior to providing medical treatment. The Direct Pay process generates a GOP.

How do I request Direct Pay with a provider or hospital?

Request Direct Pay through the BCBS Global Solutions Member Portal or BCBS Global Solutions app. Select a preferred provider and complete the request form. Contact BCBS Global Solutions 24/7 at +1-610-254-8771 or globalhealth@bcbsglobalsolutions.com.

Can I make my own appointment?

Yes. If you make your own appointment outside the U.S., contact BCBS Global Solutions at least 48 hours prior to your appointment to request Direct Pay. Request Direct Pay through the BCBS Global Solutions Member Portal or BCBS Global Solutions app. Select a preferred provider and complete the request form. If your physician recommends a follow-up consultation, contact BCBS Global Solutions with as much notice as possible to arrange Direct Pay. Contact BCBS Global Solutions 24/7 at +1-610-254-8771 or globalhealth@bcbsglobalsolutions.com.

How do I access preferred providers outside the U.S. and avoid claim forms?

Log in to the BCBS Global Solutions website and click on the Member Portal to search for preferred providers and request an appointment. You can also call BCBS Global Solutions 24/7 for assistance in locating providers and scheduling your appointment.

Once your appointment is scheduled, contact BCBS Global Solutions to request a Direct Settlement letter (also called a GOP letter). If the GOP letter is successfully issued, you will not need to pay out of pocket for services (except for any deductible, copayment or coinsurance due at the time of service), and you won't need to submit a claim form afterward. You'll receive confirmation once the letter is issued.

Alternatively, you can use the BCBS Global Solutions app (available through the Apple and Google Play app stores) to search for doctors, schedule appointments, and arrange for Direct Pay, which also eliminates the need for claim submission.

Where do I get a claim form?

Download a claim form online from the BCBS Global Solutions website. Once logged in, visit the Member Portal and locate the "Claims" section and the "Download Medical Claim Form" link.

How do I submit a claim?

Claims can be submitted through eClaim in the online Member Portal, by filing a paper claim or through the BCBS Global Solutions app.

To file an eClaim, visit the Member Portal or use the BCBS Global Solutions app. To file a paper claim, send a legible, itemized bill from the provider, along with the completed member claim form to BCBS Global Solutions via:

Email:

claims@bcbsglobalsolutions.com

Fax:

+1-610-482-9623

United States Postal Service:

BCBS Global Solutions

Attn: Claims

One Radnor Corporate Center

Suite 100

Radnor, PA 19087

Can I view my claims status online?

You may view the status of your claims on the BCBS Global Solutions website. Once logged in, visit the Member Portal and locate the "Claims" section.