

BlueCard World Wide

What is BlueCard Worldwide?

The BlueCard Worldwide (BCWW) Program provides Blue Cross members traveling or living abroad with access to an international network of inpatient, outpatient and professional providers as well as medical assistance services.

The Program provides claims support services for claims incurred internationally.

What services are available through the BlueCard Worldwide Program?

The Blue Cross and Blue Shield Association (BCBSA) is contracted with Mondial Assistance to provide medical assistance and claim support services for the BlueCard Worldwide Program.

The following medical assistance services are provided to BlueCard Worldwide-eligible members:

- Access to an international provider network
- Customer service to answer general calls about the Program from members
- Provider referrals to providers
- Appointment scheduling service with international providers
- Over-the-phone interpretation services
- Direct billing with providers for inpatient services
- Medical monitoring of inpatient care
- Coordination of medical evacuations, repatriations, and repatriation of remains

How do members take advantage of the BlueCard Worldwide Program?

Before leaving the United States, members are encouraged to call Anthem Blue Cross to understand what benefits will be covered outside of the United States.

To utilize any BCWW service, members contact the BlueCard Worldwide Service Center supported by Mondial Assistance at:

- 800.810.BLUE (follow the prompts for international and BlueCard Worldwide), or
- 804.673.1177 (Mondial will accept collect calls)

For an inpatient admission, the member or a family member must call the BlueCard Worldwide Service Center as soon as possible so that Mondial has enough time to contact the Home Plan and arrange direct billing with the provider.