



Your Guide to GeoBlue Traveler®

Welcome to GeoBlue, a program designed to keep you safe and healthy as you travel the world. Your GeoBlue Traveler® plan features a full range of personal solutions, including concierge-level services and convenient online and mobile self-service tools available on www.geo-blue.com. Register online to learn about the extra care you receive when you travel with GeoBlue.

GeoBlue Traveler provides coverage for you while on a business trip or business sojourn (leisure trip directly connected before, after or during a business trip) when outside your home country.

Register online to learn more about your benefits.

Visit www.geo-blue.com to register and access important plan information:

- Print an ID card
- Review plan benefits
- Locate qualified providers and hospitals

To Register, enter this Group Access Code:

QHG9999PSUBT

You can also register through the GeoBlue app.

Need help with registration?

Visit how-to.geo-blue.com to watch the member tutorial video, or contact us:

Inside the U.S.: 1.888.412.6403
 Outside the U.S.: +1.610.254.5830
customerservice@geo-blue.com

Get your GeoBlue ID card.

It is important to have your GeoBlue ID card to access healthcare services; you will need to present your ID card whenever you receive medical care. You can access this card from either of these sources:

- A printable ID card is available in the Member Hub.
- You can show, fax or email your ID card through the GeoBlue app.

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.



Submit your Claim

Submit a claim via email, fax or postal mail, using a claim form available in the Member Hub on www.geo-blue.com.

Email: claims@geo-blue.com

Fax: +1.610.482.9623

Postal Mail: GeoBlue, Attn: Claims, One Radnor Corporate Center, Suite 100, Radnor, PA 19087

If a physician, ambulance company or other provider sends their bill directly to you, or you pay the medical provider at the time of service, you will need to complete and submit a Claim Form. The Claim Form was developed for you to notify us of any covered health services for which we have not already been billed.

Please read the following instructions about how to report health care services. Following these instructions will expedite the payment of your claim.

1. Complete and sign the claim form each time you are seen for a new Sickness or Injury. Answer all questions, even if the answer is "none" or "N/A." Be certain that the name on the bill you are submitting is the same as that which is indicated on your ID card. If not, please enclose a short note of explanation.
2. Attach the provider bill/documentation to the claim form and follow the instructions on the back of the form for submission to GeoBlue.
 - Bills must be itemized: Canceled checks, cash register receipts and non-itemized "balance due" statements cannot be processed.
 - Each itemized bill must include: name and address of provider (doctor, hospital, laboratory, ambulance service, etc.), name of patient, date(s) of service, amount charged for each service, total charge, diagnosis or reason for treatment.
 - Outpatient Prescription Drugs: duplicate pharmacy generated receipts (not register tape) must include Rx number; date filled, medication name, form, strength and quantity. (NOTE: All prescription drug charges will be reimbursed to the insured person only.)
3. Additional Information
 - If submitting expenses for more than one family member, please use a SEPARATE claim form for each person.
 - All claims should be filed with our office within the six (6) month period from the date of the incurred expense.
 - If you have questions regarding the completion of this claim form, please contact Customer Service.

GeoBlue's goal is to process your claim within 2 to 4 weeks of receipt. Submitting an incomplete form will result in delays in the payment of your claim.

Contact Information

For questions about your medical plan:

Toll free within the U.S.: 1.888.412.6403

Outside the U.S.: +1.610.254.5830

customerservice@geo-blue.com

For medical assistance (including Direct Pay outside the U.S.):

Toll free within the U.S.: 1.800.257.4823

Collect Calls Accepted: +1.610.254.8771

globalhealth@geo-blue.com



One Radnor Corporate Center
Suite 100, Radnor PA 19087

1.888.412.6403

1.610.254.5830