

# Find a provider while traveling in the United States or in another country



## **The BlueCard Program gives you and your family access to covered services when you're away from home**

When you're outside California or out of the country, the Blue Cross Blue Shield Association's BlueCard® Program connects you and your family to urgent and emergency care. The BlueCard Program gives you access to doctors and hospitals almost everywhere, giving you the peace of mind that you'll be able to find the healthcare provider you need. Within the United States, you're covered whether you need care in urban or rural areas.

Outside of the United States, you have access to doctors and hospitals in 170 countries and territories around the world through the Blue Shield Global Core Network. We recommend bringing a list of providers to your travel destination, so you're prepared should you need urgent care. And always travel with your Blue Shield member ID card, because it contains information that a provider will need.

# Make sure to save these telephone numbers to your mobile phone

## Domestic travel

When you are searching for providers outside of California but within the United States:

1. Go to **blueshieldca.com/fad**.
2. Scroll down to *Accessing Care Outside CA* and click on *Providers Outside of CA*.
3. Click on *Leave Blue Shield Website*.
4. Enter your location, then click *Select a Plan*.
5. Enter the first three letters or numbers of your member ID or click *Or, select by plan name* and click *BlueCard PPO/EPO*.
6. Enter the type of doctor or facility, then click the *Search* icon.

You may also call **1.800.810.BLUE** to look for PPO providers outside of California and within the United States. This number is located on your Blue Shield member ID card.

## International travel

Before beginning your foreign travels, we recommend that you check the network providers available in the area of your destination. While still in the United States, you should call **1.800.810.BLUE\*** to get a listing of providers in the area you are traveling to.

While in a foreign country, you may call **1.804.673.1177** collect, 24 hours a day to locate a Blue Shield Global Core Network provider.

In an emergency situation, you should seek medical attention immediately and then contact the medical assistance vendor if hospitalized.

When you are searching for providers outside of the United States:

1. Go to **blueshieldca.com/fad**.
2. Scroll down to *Accessing Care Outside CA* and click on *Coverage Outside of the U.S.*
3. Click on *Leave Blue Shield Website*.
4. Accept the terms and conditions, enter the first three letters or numbers of your member ID or enter XEA, and click on *Go*.
5. Select a provider type: Doctor/Dentist, Hospital/Facility or Pharmacy.
6. Enter city, country, mile radius and specialty if relevant. Then click on *Search*.

You may also call **1.804.673.1177** collect, 24 hours a day to locate a Blue Shield Global Core Network provider. This phone number does not appear on your member ID card, so you may want to keep this number handy.

\* The 1.800.810.BLUE number will not work outside of the United States.