



Tips for Helping Customers Find Providers

AND NEW RESOURCES FOR YOU



When your customers choose GeoBlue travel health insurance, they have access to our carefully selected network of doctors in over 190 countries. That's peace of mind for your customers, all over the world. But when it comes time to find a provider, how does that work? Let's walk through it together so you can let your customers know how easy it is!

Staying In-Network is Best

First things first, members may choose to visit providers who aren't in our network, but it's not the ideal scenario. We highly recommend choosing a doctor in our network. We have formal contracts with our in-network providers, which helps ensure preferred patient access. Plus, it makes for an easier, streamlined process. GeoBlue doctors and hospitals bill us directly, so your customers don't have to worry about filing a claim.



FINDING A DOCTOR OUTSIDE THE U.S.



When your customers are accessing care outside the U.S., they can choose a participating provider or hospital through [Member Services online](#) or through the [GeoBlue mobile app](#). They should contact the provider directly to make their appointment. But there's one more important step after they make the appointment. They should contact GeoBlue at the number on the back of their ID card at least 48 hours prior to their appointment to secure Direct Pay. In many countries, providers require payment at the time of the visit unless Direct Pay has been arranged.

FINDING A DOCTOR INSIDE THE U.S.



Customers with GeoBlue Xplorer® and GeoBlue Navigator® plans have access to the Blue Cross® Blue Shield® network inside the U.S. To find a provider, they can visit the [Member Services page](#) on our website or in the [GeoBlue mobile app](#). They can then call the provider directly to schedule the appointment and simply show their ID card at the time of their visit. When scheduling their appointment, they should tell the provider's office that they are covered under Blue Cross Blue Shield. The provider's office will be able to verify the customer's coverage using their member ID. Please note that GeoBlue Voyager® and GeoBlue Trekker® plans do not provide coverage in the U.S.

Using telemedicine

Your customers, both outside and inside the U.S., can visit with a doctor virtually through our [Global TeleMD™ app](#). International doctors are available 24/7/365 via telephone or video call for free non-emergency care. Members just need to download the app and create a profile, which is quick and easy.



Resource Corner

As your sales partner, our goal is to help you reach your goals. To do that, we want to provide you with the right tools for the job. Here's some content you can use as a guide for your social media to help you sell and spread the word to your customers about the importance of travel medical insurance.

Simply copy and paste the text below into your social media post. Add an image to make your post even more engaging!

Top three reasons why your international vacation and well-being are worth the protection of a travel medical plan from GeoBlue.

- Covers what Medicare and domestic insurance plans do not, if you get sick or injured when traveling outside the U.S.
- 24/7/365 support from experts who will help you find providers, get care and navigate unfamiliar health care systems worldwide
- Affordable plans with flexible cancellation policies—starting at \$2 per day



Here's what your post might look like!

Learn more. Visit [GeoBlue](#) or call: (add your phone number here).

Please use this disclosure whenever you mention GeoBlue in your communications:

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Questions?

Contact Partner Program

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Telemedicine services are provided by Teladoc Health, directly to members. GeoBlue assumes no liability and accepts no responsibility for information provided by Teladoc Health and the performance of the services by Teladoc Health. Support and information provided through this service does not confirm that any related treatment or additional support is covered under a member's health plan. This service is not intended to be used for emergency or urgent treatment medical questions.

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