



## Your Guide to GeoBlue Traveler<sup>SM</sup>

Welcome to GeoBlue, a program designed to keep you safe and healthy as you travel the world. Your GeoBlue Traveler<sup>SM</sup> plan features a full range of personal solutions, including concierge-level services provided by HTH Worldwide Assistance and convenient online and mobile self service tools available on [geo-blue.com](http://geo-blue.com). Register online to learn about all the extra care you receive when you travel with GeoBlue.

GeoBlue Traveler provides coverage for you and your traveling spouse and unmarried, dependent children up to age 26, while on a business trip or business sojourn when outside your home country.

### Register Online Now

Visit [www.geo-blue.com](http://www.geo-blue.com) and click on Register Now in the bottom left-hand corner to access important plan information:

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

Under Traveler Plan Members, enter your Group Access Code:

**QHG99999RARE**

If you have questions about your benefits, call toll-free within the U.S. **1.888.412.6403** or collect outside the U.S. **+1.610.254.5830**.

### iPhone, iPad and iPod touch Users

Once you've registered on [www.geo-blue.com](http://www.geo-blue.com), download **GeoBlue Mobile** from the App Store and login with the email address and password you used when you registered. GeoBlue Mobile provides you with the most convenient access to your ID card and GeoBlue's global health and safety tools.

### Accessing Care with a Doctor or Dentist and Arranging for Direct Billing – Outside of the U.S.

In order to avoid paying upfront for your medical care and having to submit a claim for reimbursement, schedule an appointment using one of these methods:

- View the profiles of contracted doctors, dentists and facilities on [geo-blue.com](http://geo-blue.com), select "schedule an appointment with this Provider" and complete the request form
- Contact GeoBlue's assistance team to request an appointment: +1.610.254.8771 or [globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com).

### In the event of a medical emergency

Members should go immediately to the nearest physician or hospital and then call or email:

- Collect: +1.610.254.8771
- Toll Free Inside the U.S.: 1.800.257.4823
- [globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com)



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## Making your own appointment?

If you make your own appointment, contact GeoBlue at least 24 hours prior to your appointment to provide the doctor's office with a "guarantee of payment." In many countries providers require this at the time of the visit. If this is not arranged prior to the visit, the physician may require payment up front from you.

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## Follow-up appointments:

If your physician recommends a follow-up consultation, 48 hours advance notification is needed in order to coordinate this appointment and arrange payment. To request these services, please call or email:

- Call Collect: +1.610.254.8771
- Toll Free Inside the U.S.: 1.800.257.4823
- [globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com)

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## Locating a Facility Outside of the U.S.\*

To find a contracted facility, search Doctors and Hospitals Outside the U.S. on [geo-blue.com](http://geo-blue.com). If you go to a contracted facility and contact GeoBlue to arrange for a guarantee of payment, you will not need to pay out of pocket for treatment.

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## Locating a Doctor or Facility in the U.S.\*

To find a contracted facility, search Doctors and Hospitals Outside the U.S. on [geo-blue.com](http://geo-blue.com). If you go to a contracted facility and contact GeoBlue to arrange for a guarantee of payment, you will not need to pay out of pocket for treatment.

\* **Please note** that you are only covered under this plan when outside of your home country.

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## Submitting a Claim

In the event that you visit a doctor or facility outside of the GeoBlue contracted network without first securing a guarantee of payment, you will have to pay for care and services at the time of treatment and submit a claim to GeoBlue for reimbursement. Claim forms can be downloaded from [geo-blue.com](http://geo-blue.com) under Member Hub.

Send a legible provider bill along with the completed claim form to:

Email: [claims@geo-blue.com](mailto:claims@geo-blue.com)

Fax: 1.610.482.9623

Mail: *GeoBlue*

Attn: Claims

One Radnor Corporate Center, Suite 100

Radnor, PA 19087

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## Check Claim Status

To check your claim status, visit the member hub on [geo-blue.com](http://geo-blue.com).



Certain limitations and exclusions apply to your coverage under this plan and may affect your coverage. Your Certificate of Insurance is on file with your Human Resources Department.



# GeoBlue provides you with an indispensable set of Personal Solutions, call or email to enlist help with any of these situations:

## Appointment Scheduling

Request a convenient, cashless office visit with one of GeoBlue's trusted English-speaking doctors.

## Informed Choice Consultation

Understand your local, regional or international treatment options for serious unexpected medical problems. Then let GeoBlue help you put a plan into action.

# Visit [geo-blue.com](http://geo-blue.com) to access these self-service tools for navigating risks and finding the best care options:

## Check your symptoms

Translate symptoms into action with this authoritative triage tool. You can decide to seek treatment in an emergency room, schedule a doctor visit or employ home remedies.

## Find a doctor and schedule an appointment

Review detailed profiles of contracted doctors to find the best match and then locate the office.

## Translate medications

Find country-specific equivalents for prescriptions and over-the-counter medications.

## Translate medical terms

Convert symptoms, diagnoses and treatment plans into the ten most common languages.

## Understand health and security risks

Receive daily alerts detailing the latest security and health issues in your destination. Dig into city-level profiles on crime, terrorism and on the reliability of police, hotels and transportation.

## Contact Information

For questions about your plan, contact GeoBlue Customer Service  
Toll free: 855.282.3517  
Collect: 1.610.254.5304  
[customerservice@geo-blue.com](mailto:customerservice@geo-blue.com)

For medical assistance, including arranging direct billing, contact HTH Worldwide Assistance  
Toll free: 800.257.4823  
Collect: 1.610.254.8771  
[globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com)



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