

TheBlueCard®

Now, Home Is Where The Card Is®



When traveling, the one thing you don't want to worry about is getting sick. But sometimes it happens. And if it does, you don't want to be without your health coverage.

As a Blue Cross and Blue Shield of North Carolina (Blue Cross NC) member, you take your health care benefits with you across the country. Your membership gives you a world of choices whether you need care in urban or rural areas.

With BlueCard, your coverage travels with you. We've partnered with doctors and hospitals around the country to ensure that Blue Cross NC is with you wherever you go.¹

Find the right care for you, wherever you are:

- Log in to BlueConnectNC.com.
- Click "Find Care"
- Find maps and directions to doctors and facilities.

Take charge of your health, wherever you are.

- Always carry your current member ID card.*
- If you're a PPO member, always use a BlueCard PPO doctor or hospital to ensure you receive the highest level of benefits.
- Call your Blue Cross Blue Shield (BCBS) company for precertification or prior authorization, if necessary. Refer to the phone number on the back of your member ID card.
- When you arrive at the participating doctor's office or hospital, show the provider your ID card.* The provider will identify your benefit level through one of these symbols:



Traditional/
Indemnity
Benefits



PPO
Benefits



WITH BLUECARD,
YOUR COVERAGE
TRAVELS WITH YOU.

IN AN EMERGENCY,
GO DIRECTLY TO THE
NEAREST HOSPITAL.



BlueCrossNC.com



BlueCross BlueShield
of North Carolina



After you receive care, you should:

- Not have to complete any claim forms.
- Not have to pay upfront for medical services, except for the out-of-pocket expenses (noncovered services, deductible, copayment and coinsurance) you normally pay.
- Receive an explanation of benefits from your BCBS company.

Inpatient claim: Call the Customer Service Center if you need inpatient care. The hospital should submit the claim on your behalf.

Professional claim: You may need to pay upfront for care received from a doctor and/or hospital. Complete a claim form and send it with the bill(s) to your Customer Service Center at the address listed on the claim form. You can find claim forms online at [BlueCrossNC.com/Claims](https://www.bluecrossnc.com/claims).

In an emergency, go directly to the nearest hospital.

For more questions

Call the Customer Service phone number on the back of your member ID card.

Call for care: If you need medical assistance, call **1-800-810-BLUE (2583)**, or call collect at **1-804-673-1177**, 24 hours a day, seven days a week.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número para servicio al cliente que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

* ID cards are for identification purposes only. They do not guarantee eligibility or payment of your claim.

1 Blue Cross Blue Shield Association (BCBSA); www.bcbs.com/learn/glossary#B (Accessed July 2021).

BlueCard coverage varies for each BCBS Plan. For more complete details, including benefits, limitations and exclusions, please refer to your certificate of coverage.

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