

ATTACHMENT A – BCBS GLOBAL CORE PROGRAM

The Global Core allows BCBS members (subscribers and dependents) traveling or living abroad to receive nearly cashless access to covered inpatient hospital care as well as access to outpatient hospital care and professional services from health care providers worldwide. Members don't need to have a life-threatening emergency in order to receive medical services in a foreign country. If a member is seeking medical assistance services (including locating a doctor or hospital) outside the service area, the Blue Cross Blue Shield Global Core® Program can assist them with accessing a network of inpatient, outpatient and professional Providers in their area. Lastly, the BCBS Global Core program provides access to a worldwide network of healthcare providers, as well as claims translation and currency conversion services. Benefits are determined by Oxy's domestic coverage level and type— so anything that is covered or excluded in the US, will essentially be covered the same internationally.

Locating a Provider Outside of the United States:

1. Go to the international website at www.bcbsglobalcore.com.
2. Accept the terms and enter the alpha prefix from your membership card. – **Occidental Alpha Prefix = PST**
3. Select a Provider Type.
Claim forms (attached) and brochures are available from a link located at the bottom of the Select a Provider Type page. Also available on the site is travel destination information and news feeds.
4. Enter the Provider Search criteria and click the Search button to locate a provider where you plan to travel.

The Process:

1. U.S. member obtains or needs care overseas.
2. Member contacts the Global Core Service Center by phone to find provider, uses [website](http://www.bcbsglobalcore.com), or goes to a hospital
Online: bcbsglobalcore.com
Phone: 1-800-810-BLUE (2583), or
1-804-673-1177 (Collect) – Available 24/7
3. Member receives care.
4. For inpatient medical services: If hospitalization is arranged through the Blue Cross Blue Shield Global Core Service Center, the hospital will file the claim for you. The member will need to pay the hospital for the out-of-pocket expenses normally paid.
5. For Outpatient Medical Services: The member is responsible for paying for the cost of medical services upfront and submitting the claim form (see attached) with all documentation to the Blue Cross Blue Shield Global Core service center.
6. Once local BCBS Plan receives the claim, the CSS— Brenna Nunez, will be able to monitor it and confirm status of claim.

A few things worth noting:

- Hospitals that are contracted have agreed to accept payment guarantees providing cashless access to Blue members.
- Cashless access means members will only pay their cost-sharing amounts (e.g., deductibles, copayments and coinsurance).
- When the provider does not accept cashless access arrangements or assignment of benefits, members pay at the time of service and submit a completed Blue Cross Blue Shield Global Core International Claim Form for reimbursement.