

How to use UC-SHIP Insurance outside of the U.S. to access Mental Health Services

Students will first need to obtain a valid Anthem referral. Please contact CAPS if you do not already have an active referral on file. Anthem Referrals are valid for 365 days.

Identifying a Provider

Students will need to identify a provider in their area. Start with the Global Core website, though not all providers are already “in-network”. Furthermore, students do not have to work with a provider from this site and can identify any provider of their choosing.

Globalcore

Visit www.bcbsglobalcore.com in order to locate available providers. You will need to accept the terms and conditions on the main page, enter ‘XDP’ for the prefix, click ‘Go,’ and then click on ‘provider search’ to view providers. You can refine your search results using the ‘location’ and ‘specialty’ filters.

International Therapist Directory

<https://internationaltherapistdirectory.com/>

Therapy Tribe

<https://www.therapytribe.com/>

Psychology Today International Provider Search

<https://www.psychologytoday.com/intl/counsellors?domain=www&cc=us&cl=en>

What Clinic- search by keyword, i.e. “psychiatry”, “psychotherapy”, “mental health”

<https://www.whatclinic.com/>

*Speak to your CAPS provider or a CAPS Clinical Coordinator for further assistance identifying a provider

Initiating Global Core Services

Students will need to contact BCBS Global Core prior to receiving services with an international provider, in order to have their services covered by UCSHIP.

Because providers may not already be in-network with UC-SHIP, students will need to contact BCBS at the phone number listed below. If authorized, the cost for outpatient sessions is \$0 under the ‘20/’21 plan year. If Global Core is not contacted or the service is denied, then you will be responsible for paying the full out-of-pocket cost. You can get reimbursed for out of network care: \$500 deductible followed by 40% coinsurance.

In order to start this process, , please contact BCBS at +1 (800) 810-2583 within the US, or at +1 (804) 673-1177 when outside of the US with the answers to the following questions:

- What is the patient's medical insurance policy ID number?
- What is the patient's name and date of birth?
- Is the patient the main subscriber on the medical insurance policy? If not, please provide subscriber's name and date of birth.
- What is the patient's full home address?
- What is the name of the hospital or facility?

- What is the full address of the hospital or facility?
- What is the email address and fax number for the hospital or facility?
- What is the name of the treating physician?
- What is the email address and phone number for the treating physician?
- Is this request for an inpatient admission or for outpatient services? Clarify if outpatient office visits.
- What is the reason for the patient being in the country?
- When was the patient admitted?
- What is the patient's discharge date (if available)?
- What is the patient's admitting diagnosis description?
- What is the patient's procedure/surgery description?
- Is surgery needed for the patient? If so, what is the date of the surgical procedure?
- Is this an emergency diagnosis?

It takes approximately three to ten business days to process the request. If services are utilized before, the student will need to pay out of pocket and then submit a claim to Blue Cross Blue Shield Global Core for review. If the claim is rejected or denied, then the patient will be responsible for paying the full out-of-pocket cost.

For further questions or concerns, please contact BCBS via email at: customerservice@bcbsglobalcore.com, or via phone at either +1 (800) 810-2583 within the US, or at +1 (804) 673-1177 when outside of the US.

How to Submit a Claim to Blue Cross Blue Shield Global Core

The claim form is available at: www.bcbsglobalcore.com and may be reached by following these steps: 1) Accept the terms and conditions, 2) Input the 'XDP' alpha prefix, 3) Click "Go," 4) Click on "Claims forms," and then 5) Click on "International Claim Form."

You may submit the claim form via any of the following:

Email: claims@bcbsglobalcore.com

Fax Number: (610) 293-3529

Mailing Address: Blue Cross Blue Shield Global Core, P.O. Box 2048, Southeastern, PA 19399

Claims can also be submitted online via eClaim at www.bcbsglobalcore.com. *For expedited claims processing, it is strongly encouraged to submit claims online using the eClaim process available in your member account.*

You will also need to attach your insurance ID card, and the itemized bills you received from the doctor. The itemized bills must include name and address of provider, date(s) of service, amount charged for each service, total charge, and diagnosis or reason for treatment. Also, please attach any receipts you have showing that you paid out-of-pocket.

GeoBlue works with your Local Blue medical insurance plan to process your claim. This process can take up to 30 days to finalize.

If you have any further questions or concerns, please contact BCBS via email at customerservice@bcbsglobalcore.com, or via phone at either +1 (800) 810-2583 within the US, or at +1 (804) 673-1177 when outside of the US.