

BlueCard and Away From Home Care

Taking your HMO healthcare coverage on the road



Receiving care while away from home

As a Blue Shield of California HMO member, you can take your healthcare benefits with you when you're away from home.

BlueCard is for short trips

The BlueCard® Program gives you access to doctors and hospitals almost everywhere.

If you need out-of-area care for fewer than 90 consecutive days, call your primary care physician or Blue Shield for prior authorization and/or precertification, if necessary, using the phone number on your ID card.

To locate doctors and hospitals wherever you or a covered dependent need care:



Visit the National Doctor and Hospital Finder at **www.BCBS.com**.



Use the National Doctor and Hospital Finder app for Android™, iPhone®, iPad®, and iPod touch®.



Call BlueCard Access at **(800) 810-BLUE (2583)**. When you arrive at the participating doctor's office or hospital, simply present your current Blue Shield member ID card.

Away From Home Care is for long-term stays

The Away From Home Care program provides convenient healthcare coverage while you are temporarily residing in the service area of a participating (host) Blue Cross Blue Shield HMO for at least 90 consecutive days. The program addresses your healthcare needs if you have one of the following situations:

- A child attending school outside of California
- Family members living in different service areas outside of California
- A long-term work assignment outside of California or are a retiree with a dual residence

Please note that host HMO benefits may differ from your Blue Shield of California HMO benefits. The host HMO will communicate this information to you upon acceptance of your guest membership application.

To learn about your specific out-of-area healthcare coverage when you are away from home, call a Blue Shield of California Away From Home Care specialist at **(800) 622-9402**.

Note: Program eligibility is contingent upon the subscriber maintaining a permanent address in California.

Important: Always carry your current member ID card.

Follow these steps to take advantage of the Away From Home Care program:

1. Contact Blue Shield of California if you or a covered dependent will be away from home and in another state for at least 90 consecutive days.
2. Blue Shield of California will advise if a participating (host) HMO is in the area where you will be temporarily residing.
3. If there is a host HMO in the area, Blue Shield of California will help you complete a guest membership application.
4. Blue Shield of California will send the application to you for your signature. Once signed and returned, Blue Shield will forward it to the host HMO in your destination location.
5. Your host HMO will provide a member ID card, the name of a primary care physician, and instructions on how to access your benefits while using your guest membership.
6. When you need medical care, you should call your host HMO primary care physician for an appointment.

In an emergency, go directly to the nearest hospital.

To learn more about the programs described here, visit www.BCBS.com or call the number on the back of your ID card.

TheBlueCard[®]
Now, Home Is Where The Card Is[®]