Benefits Review

What Does the SUNY plan cover?
SUNY Outbound Benefits

What does the plan cover?

- 100% Coverage for illness and injury up to a maximum of $400,000 per illness or injury
- Medical Evacuation up to $1,000,000
- Repatriation of remains up to $50,000
- Accidental Death and Dismemberment benefit of up to $10,000
- Maternity Care
- Outpatient Prescriptions (RX card)
- Inpatient and Outpatient Mental Health Care
- Bedside Visit Benefit of up to $5,000
- Medical treatment received in the Home Country, if NOT covered by Other Plan up to $5,000
SUNY Outbound Benefits

What is not covered under the plan?

• Surgery for the correction of refractive error and services and prescriptions for eye examinations, eye glasses or contact lenses or hearing aids, except when Medically Necessary for the Treatment of an Injury or as specifically covered under the Plan.
• Plastic or cosmetic surgery, unless they result directly from an Injury which necessitated medical treatment within 24 hours of the Accident.
• For diagnostic investigation or medical treatment for infertility, fertility, or birth control.
• Reproductive and infertility services.
• Treatment to the teeth, gums, jaw or structures directly supporting the teeth, including surgical extraction’s of teeth, TMJ dysfunction or skeletal irregularities of one or both jaws including orthognathia and mandibular retrognathia, unless otherwise noted.
• Loss due to war, declared or undeclared; service in the armed forces of any country or international authority and participation in a riot or civil commotion.
• Riding in any aircraft, except as a passenger on a regularly scheduled airline or charter flight
GeoBlueStudents.com

How to access the site
Welcome to GeoBlue! As a GeoBlue member, you have the health insurance coverage and technology powered services you need to stay safe and healthy throughout your journey.

Get started by registering:

Visit GeoBlue Students and click "LOG IN OR REGISTER".

Be sure to have your Certificate Number available: QHS555222111G.

You can now take advantage of our convenient services:

- Print your ID card
- View your member guide
- Review your plan benefits
- Locate carefully selected, trusted providers and hospitals.
www.geobluestudents.com
Login as a Member

Email
Password
Login
Forgot Password?

Login As
Parent/Guardian
Administrator

Member Registration

Please enter your certificate number and name exactly as found on the identification card you received from your student administrator or through the mail. If you don’t have a certificate number please contact your student advisor or call GeoBlue at +1.810.263.2847

Certificate Number
Date of Birth
(MM/DD/YYYY)
First Name
Last Name
Submit
My Plan

The coverage and benefits tab will provide you with your coverage dates and plan details.

The enrollment details section is where you can update your personal information such as address.

The Member Guide PDF will open your Member Guide which contains key information for your plan.

Print ID card allows you to download and print your ID card.
The View my Claims tab will show you all of your claims including where they are in the payment process.

The How to File a claim section provides you with detailed instructions.

Click on File an e-claim to start the claims process. The coming slides review this process.
How to File an E-Claim

Detailed Instructions
How to File an E-Claim

GeoBlue
International Health Insurance for Higher Education
in cooperation with BlueShield of Northeastern New York

Member Hub - Destination Dashboard - Tools & Services - Claims -

Claims

eClaims Summary

As an eligible GeoBlue Student member, you can use this website to submit an international claim online.

File New eClaim ➔

Unsubmitted Claims

Incomplete or unfinished submissions. You may have chosen to "save your progress" at one point. You can access and finish filing your claims below.

Search:

<table>
<thead>
<tr>
<th>Nickname</th>
<th>Claimant</th>
<th>Status</th>
<th>Date Last Saved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wizard CLM 29-Apr-2016</td>
<td>MR. SUNYI TESTER1</td>
<td>50% Completed</td>
<td>28-Apr-2016 (mobile)</td>
</tr>
</tbody>
</table>
eClaim Submission

Preliminary Information

Before we get started filing a claim, we need to determine a couple of things that will help us file your claim properly.

Who will receive the reimbursement? [ ]
- Primary Member
- Provider (ex. Doctor, Hospital, Pharmacy)

Is the patient covered under other health insurance? If GeoBlue is your only healthcare provider you may select No.
- Yes
- No

Was the patient’s treatment due to an accident or work-related injury?
- Yes
- No

Was this condition or injury the result of or caused by the patient’s participation in an intercollegiate sport?
- Yes
- No

Continue
eClaim Submission

Basic Information

* Required

eClaim Description: 

Patient Name: MR. SUN YI TESTER

Primary Member’s Contact

Email Address: Townsury@suny.edu

Phone Number: 2156666666

Employer Name: SUNY

Address: 123 test street

City: test

State / Province:

Address 2:

City:

Country: Belgium

Zip / Postal Code: 09776-6677
Provider / Facility Details

- Use an Existing Provider
- Enter a New Provider

- Provider / Facility:
  - Select a Provider/Facility

Type

Provider / Facility name

City

Country

Charge Details

- Charge Amount*

- Billed Invoice Currency*
  - Select a Currency

Visit Details

- Describe symptoms or condition that caused you to seek medical care*:
  - Include a description of the illness or symptoms pertaining to the invoice/bill. If not applicable, enter ‘N/A’.

- Service Description*:
  - For examples of service descriptions click here.

- Start of Service*:
  - mm/dd/yyyy

- End of Service*:
  - mm/dd/yyyy

Back  Save Change
Success
Your changes have been saved.

Charges Summary

| Number of Charges | 1 |

Invoiced Charges

Please enter each invoice/bill as a separate charge.

<table>
<thead>
<tr>
<th>Provider Facility</th>
<th>Date(s) of Service</th>
<th>Amount Charged</th>
</tr>
</thead>
<tbody>
<tr>
<td>test hospital</td>
<td>17-Aug-2018 - 17-Aug-2018</td>
<td>125.00 USD</td>
</tr>
</tbody>
</table>

[View] [Edit]
Supporting Documents

Upload invoice documents, receipts, and all other reimbursement information. All supporting documents from every doctor(s) and/or facility(s) must be uploaded in order to process the eClaim.

Accepted File Types: PDF, JPG, JPEG, TIF, TIFF, PNG, DOCX, DOC, BMP, RTF
Maximum File Size: 100MB

*Required

File Description

Upload File

eClaim Submission

Supporting Documents

Upload invoice documents, receipts, and all other reimbursement information. All supporting documents from every doctor(s) and/or facility(s) must be uploaded in order to process the eClaim.

receipt

Back | Upload a New File | Continue
Authorization

I certify the information submitted is complete and correct and that I am claiming benefits only for charges incurred by the patient named in the submission. Authorization is hereby given to any provider of service, that participated in any way in the patient’s care, to release to Worldwide Insurance Services and its business associates in any country any medical or other personal information that they deem necessary to provide service or adjudicate this claim, recognizing that applicable law concerning personal information may differ among countries.

Agreement of Terms

- [ ] I Agree

Full Name

SUNY Test

Today’s Date

17 Aug 2015
eClaims Summary

Your eClaim has been successfully submitted
You will receive an email verifying our receipt of your submission shortly.

As an eligible GeoBlue Student member, you can use this website to submit an international claim online.

Unsubmitted Claims

Incomplete or unfinished submissions. You may have chosen to “save your progress” at one point. You can access and finish filing your claims below.

Search: 


Global Health and Safety Services
Our Global Health and Safety service seeks to extend the care you have at home abroad and protects you in emergencies.

Medical Assistance Services available 24/7

<table>
<thead>
<tr>
<th>Care before you go</th>
<th>Care while you are away</th>
<th>Support in crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pre-trip planning for chronic conditions</td>
<td>• Informed Choice consultation</td>
<td>• Repatriation of mortal remains</td>
</tr>
<tr>
<td>• Insight on local healthcare system</td>
<td>• Prescription transfer</td>
<td>• Emergency medical evacuations</td>
</tr>
<tr>
<td>• Direct Pay for medical care</td>
<td>• Medical monitoring</td>
<td>• Bedside visits</td>
</tr>
</tbody>
</table>
Medical Care Abroad

Global Health and Safety Team:
We maintain a 24/7 call center to assist you with everything from routine requests to complex medical situations. We coordinate emergency services with a worldwide network of Regional Physician Advisors.

GeoBlue Provider Community:
You will receive care from carefully selected, trusted providers who are English-speaking and Western-trained. Our contracted network providers and hospitals receive direct payment from us so you will not have to pay out of pocket and submit a claim.

Direct Pay:
It is customary for most overseas providers to require a guarantee of payment prior to providing non-emergency care. If Direct pay is not arranged prior to the visit, the physician may require payment up front from you. If you are going to see any provider, including one in our provider community, contact us to secure Direct Pay.*
Pre-trip Planning

If you are traveling with a medical condition, it is important to plan ahead.

If you have a medical condition, particularly one that requires regular treatment or medication, please contact our Global Health and Safety team prior to your departure. We’ll provide the resources you need to manage your health while you’re away. Our pre-trip planning services include:

• **Support finding appropriate care** - we will locate a provider in your destination and help you coordinate the care you need.

• **Assistance locating prescription medication** - we will determine if you can take your medication with you, if it is available in your destination, or if shipping is an option.

If you have any questions about the care you require while abroad, please contact us before you go.

Additional Services:

To meet your special needs, we will:

• Help you replace corrective lenses, medical devices or equipment
• Coordinate passport replacement
• Make referrals for legal assistance

Remember: Some medications are NOT available or legal outside of the US.
Go to the nearest emergency room and contact us from there.

1. Call GeoBlue at +1.610.254.8771 – 24/7/365 – collect calls accepted
2. Reason for the hospital admission i.e. diagnosis or symptoms
3. Your full name and DOB
4. GeoBlue member ID
5. Your local phone number
6. Your email address
7. Name and of the phone number of the treating physician
8. Hospital/Facility Name

1. Call GeoBlue at +1.610.254.8771 – 24/7/365 – collect calls accepted
2. Reason for the evacuation i.e. diagnosis or symptoms
3. Your full name and DOB
4. GeoBlue member ID
5. Your local phone number
6. Your email address
7. Name and of the phone number of your treating physician
8. Hospital/Facility name
What do I do if I need to see a doctor?

Simply find a participating provider or hospital in the Member Hub on www.geobluestudents.com or in the GeoBlue member app, view their profile and contact them directly to schedule an appointment.

After you make your appointment, contact us to provide the doctor’s office with the information required to arrange Direct Pay. This is necessary when scheduling follow-up appointments as well.

What if I need help scheduling an appointment?

While it’s often easier to set up your own appointments, we can help when you are unsure about where to seek care. You may have a new diagnosis, be in a remote area with limited options, in need of translation, or struggling to adapt to your new surroundings. Contact us to request help scheduling a convenient, cashless office visit with one of our trusted English-speaking doctors.

How do I request Direct Pay?

- Use the GeoBlue app to find a provider, view a profile and complete a request form
- Visit the Member Hub on www.geobluestudents.com
- Email globalhealth@geo-blue.com the name of your provider, the reason for your appointment and the date and time of your scheduled visit
- Call GeoBlue at +1.610.254.8771
GeoBlue technology delivers exceptional confidence and convenience to members

Online and mobile tools

- **Direct Pay** – Allows members or GeoBlue contracted providers to request a guarantee of payment from a website or the GeoBlue mobile App

- **Drug Equivalency Guide** – Find country-specific prescription and over-the-counter names and preparations for over 400 medications

- **Translate Medical Terms** – Translate symptoms, diagnoses and treatments into the ten most common languages

- **Understand Health and Security Risks** – Review the latest security and health issues and dig into profiles on crime, terrorism and on the reliability of police, hotels and transportation

- **Mobile ID card** – View on your mobile phone and fax directly to providers

- **eClaims** – Complete an electronic claim form and upload any supporting documents directly through the GeoBlue website or mobile App
Destination Dashboard

How to find an in-network provider, translate medications and access Health and Security Information
The Destination Dashboard

Tools and services at your finger tips

- One-stop-shop for accessing:
- News alerts
- Security Profiles
- Translation tools
- Currency information
- Drug Equivalency Guide
- Providers and Specialists
- Hospitals & Clinics
- And more…
The Destination Dashboard

Tools and services at your finger tips
The Destination Dashboard

Adult primary Care providers will be automatically displayed.

Look for the Network Provider Icon to identify Direct pay options.

If you would like to search for other specialties or facility types, click SEE MORE.
The Destination Dashboard

Before leaving the US, be sure to visit the site and confirm your medications are available and LEGAL in your destination country.

You can also use the Drug Translation Guide to identify medication prescribed to you in country.

**Drug Translation Guide**

<table>
<thead>
<tr>
<th>Country of Origin</th>
<th>Destination Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>England</td>
</tr>
</tbody>
</table>

**Search Results**

**ADVAIR**

<table>
<thead>
<tr>
<th>Generic Name</th>
<th>SALMETEROL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparations</td>
<td>Diskus 100/40 (0.1 mg + 0.06 mg/actuation); Diskus 250/40 (0.25 mg + 0.06 mg/actuation); Diskus 500/50 (0.5 mg + 0.06 mg/actuation); Aerolulse Inhalation (45 mcg + 21 mcg, 115 mcg + 21 mcg, 200 mcg + 21 mcg per actuation)</td>
</tr>
</tbody>
</table>

**Brand Equivalents in England**

<table>
<thead>
<tr>
<th>Brand Name: SERETIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic Name</td>
</tr>
<tr>
<td>Preparations</td>
</tr>
</tbody>
</table>
The Destination Dashboard

Security Profiles and News Alerts will help you stay safe and informed.
Arranging Direct Pay

Detailed Instructions
Getting Care Outside of the US

**Requesting Direct Pay**

If you already know the name of the doctor you will see, you can start the process by clicking on the Start a New Direct Pay Request button.
Getting Care Outside of the US

**Requesting Direct Pay**

---

**Doctor / Dentist Profile**

**Dr. Stephen Court, MBChB**

- 20 Harley Street, 16 Harrington House
- London, W1G 3PH
- England
- Phone: +44 20 7580 5411
- Fax: +44 20 7323 3418

- **Website**: www.drsCourt.com
- **Languages**: English
- **Specialties**: Gastroenterology, General Practice

### Education / Certifications

<table>
<thead>
<tr>
<th>Medical School</th>
<th>University of Bristol, England 1975</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Graduate Clinical Training</td>
<td>Bristol Royal Infirmary, England 1976</td>
</tr>
<tr>
<td>Board Certifications</td>
<td>Member, Royal College of Physicians, London 1977</td>
</tr>
</tbody>
</table>

You can also start the direct pay process from the provider’s profile.
Direct Pay Request

Request Type

Have you previously contacted us about this symptom or condition?

- ☐ Yes, I have previously contacted GeoBlue for assistance with this condition.
- ☑ No, this is a new request.

Questions?

For medical assistance call or email us.

+1.800.257.4823 (toll-free from the U.S.)
+1.610.254.8771 (collect, if outside the U.S.)
Direct Pay Request

Patient Information

Patient Name:
Gretchen Inbound

Date of Birth:
01-Jan-1980

Relationship to Policy Holder:
Primary

Local Address 1:
1 Radnor Corporate Center, Suite 100

City:
Radnor

Zip / Postal Code:
19087

Country:
England

Phone:
6102543700

Email:
ghib@pec-blue.com
Direct Pay Request

Type of Service

What type of care is needed?*

- [ ] Outpatient

Would you like help scheduling an appointment?*

- [ ] I already have an appointment
- [ ] I need an appointment

What type of service is needed?*

Illness/Injury Visit

Questions?

For medical assistance call or email us.

*1.800.257.4823 (toll-free from the U.S.)

For non-medical assistance dial 24/7 Service Center at 508-999-7000.
# Direct Pay Request

## Appointment Details

What is the date of your appointment?*  

08/12/2016

What is the time of your appointment? (optional)  

13:00

Describe your symptoms / diagnosis*  

Illness/Injury/Wait

355 characters remaining

Comments  

this is a test case

431 characters remaining

---

### Summary

**Dr. Stephen Court, MBChB**  

**Patient**  

Gretchen Inbound

**Care Type**  

Outpatient

---

### Back | Continue
## Direct Pay Request

### Review Your Request

Please review the details of your request and select submit to process.

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient</td>
<td>Gretchen Inbound</td>
</tr>
<tr>
<td>Physician</td>
<td>Dr. Stephen Court, MBBCh</td>
</tr>
<tr>
<td>Appointment Date</td>
<td>12-Aug-2016 13:00</td>
</tr>
<tr>
<td>Service Type</td>
<td>Illness/injury Visit</td>
</tr>
<tr>
<td>Symptoms / Diagnosis</td>
<td>Illness/injury Visit</td>
</tr>
<tr>
<td>Comments</td>
<td>this is a test case</td>
</tr>
</tbody>
</table>

[Back] [Submit Request]
**Direct Pay Confirmation**

Thank you for your request

Your request has been successfully submitted.

<table>
<thead>
<tr>
<th>1 - Provider</th>
<th>2 - Type</th>
<th>3 - Patient</th>
<th>4 - Service</th>
<th>5 - Appointment</th>
<th>6 - Review</th>
<th>7 - Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment Date/Time</td>
<td>12-Aug-2016 13:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case Number</td>
<td>ENG0614095</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provider</td>
<td>Dr. Stephen Court, MBCh</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member</td>
<td>Gretchen Inbound</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient</td>
<td>Gretchen Inbound</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request Type</td>
<td>Direct Pay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

While some requests can be fulfilled almost instantly, others may take longer due to provider office hours and availability. You will be notified as soon as your request has been fulfilled.

To change, cancel or check the status of your request, email us a detailed request including your case number (ENG0614095) to globalhealth@geo-blue.com.

Remember, electronic requests should not be used in a medical emergency. If you experience serious or severe symptoms, you should immediately seek help in your location.

Thank you,