

# JPIA MEDICAL – OUT OF AREA CARE



## Traveling or going away to college?

Our Anthem and Kaiser medical plans offer the following options for obtaining medical care while you are away from home.

### Travel Outside CA (within the United States)

#### Anthem HMOs

- **Emergencies or Urgent Care** – Emergency or urgent care is treated as in-network even at non-network providers/facilities. You or a family member must call Anthem at the number on the back of your Member ID card within 48 hours.
- **Medically necessary health care (non-emergency illness or injury)** - Call BlueCard at 1-800-810-BLUE (2583). The BlueCard Call Center will tell you if there are doctors or hospitals in the area that can give you care.
- **Guest memberships** – Planning to be away from home for more than 90 days? You may be able to get a guest membership with a medical group in the U.S. city you are visiting. This is a great option for dependents going to school outside California. Not all states or regions within states are covered. To learn more, click [here](#) or call **1-800-827-6422**.

#### Anthem PPOs

- **Emergencies or Urgent Care** - Emergency or urgent care is treated as in-network even at non-network providers/facilities.
- **Medically necessary health care (non-emergency illness or injury)** – Anthem PPO members have access to care across the country through the BlueCard PPO Program. To find a provider/facility in the Blue Card network, go to [www.anthem.com/ca](http://www.anthem.com/ca), log in and use the Find a Doctor tool to search for a BlueCard PPO Program doctor or hospital. Or, call the Member Services number listed on your Anthem Member ID card.

#### Kaiser

- **Emergencies or Urgent Care** - Emergency or urgent care is treated as in-network even if it is not received from a Kaiser provider/facility. Once you are stabilized, you must contact Kaiser to let them know. For help or more information, call the **Away from Home Travel Line** at 951-268-3900.

- If you are outside of a Kaiser Permanente state, you may have access to additional urgent care options through Minute Clinic, Concentra or the Cigna PPO network. Please consult the **Away from Home Travel Line** at 951-268-3900 for more information.
- Want to receive **non-emergency care** in a different Kaiser Service Area? You will need to obtain a medical record number (MRN) for the Kaiser Service Area you are visiting. You can get an MRN by going to **kp.org/travel** or by calling the **Away from Home Travel Line** at 951-268-3900.

## Travel Outside the United States

### Anthem HMOs

- **Emergencies or Urgent Care** – You are covered for urgent or emergency care when travelling outside the United States. If you are admitted to a hospital, you must call Anthem within 48 hours at the Member Services number listed on your Member ID card.
- For questions about care while traveling internationally, please call the **Blue Cross Blue Shield Global Core Service Center** 24 hours a day, seven days a week toll-free at (800) 810-BLUE (2583) or by calling collect at (804) 673-1177.

### Anthem PPOs

- **Emergencies or Urgent Care** - You are covered for urgent or emergency care when travelling outside the United States.
- **Medically necessary health care (non-emergency illness or injury)** – If you need care, you can use the Blue Cross Global Core Program. Search for participating providers or facilities by going to [www.bcbsglobalcore.com](http://www.bcbsglobalcore.com), by calling the **Blue Cross Global Core Service Center** 24/7 at 1-800-810-2583 (BLUE) or collect at 1-804-673-1177, or by using the Blue Cross Global Core app.

### Kaiser

- **Emergencies or Urgent Care** - You are covered for urgent or emergency care when travelling outside the United States. Once you are stabilized, you must contact Kaiser to let them know. For help or more information, call the **Away from Home Travel Line** at 951-268-3900.