Benefits While Traveling Abroad

Here’s what you need to know to use your PacificSource benefits while abroad.

When you’re planning a vacation or business trip, the last thing you want to worry about is what will happen if you need medical attention away from home.

Pay for the Services Yourself
PacificSource will reimburse you for the itemized services that are covered under your plan, up to the amount specified by your plan.

Have Information Translated into English, if Possible
This will speed up the reimbursement process. However, if you are unable to have the information translated, we will have it done by our translation service.

Obtain an Itemized Bill for the Services You Receive
The bill needs to include an itemized list of all services performed. The bill should also include the date you received services and state a diagnosis. The bill needs to include fees charged for services.

Out of the Country Services
Medical services received while outside the United States are only covered for urgent/emergent services.

Questions?
Direct (971) 222-1050
Toll-free (844) 520-LEHP (5347)
PacificSource.com/Legacy
After You Submit Your Claim, We’ll Take the Following Steps

Assign CPT Codes for Services Received
CPT codes are what we use to determine the amount PacificSource will reimburse for a particular service. We base those reimbursement amounts on what are called UCR (usual, customary, and reasonable) rates.

Process the Claim
We’ll use the itemized bill you provide to process the claim.

Provide Reimbursement to You
It’s a good idea to confirm that we have your correct address for mailing your reimbursement check to you.

Obtain the Exchange Rate for Monies on the Date of Service
Since you’ll have paid with a different currency, PacificSource will protect you from sudden fluctuations in monetary exchange rates by reimbursing you at the exchange rate for that date.