



# 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.

### **Always Carry Your PacificSource Member ID Card**

Your member ID card lets providers know you're covered and includes helpful network and contact information.

### **Contact PacificSource if Hospitalized**

If admitted to a hospital, you or the person you've authorized to speak on your behalf must notify us at (888) 691-8209 as soon as possible. Use country code 001 from outside the United States.

### **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.

### **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.

### **Submit the Claim to PacificSource**

Mail or fax your itemized bill for services to us. Make sure to include the name of the member who received services, along with the group number and ID number.

### **Out of the Country Services May Require Preauthorization**

Medical services received while outside the United States, except unexpected illness or injury while traveling or residing out of the country, require preauthorization from PacificSource and might not be covered. Please see your plan materials for more information, or call us at (888) 691-8209.

#### **Email**

[cs@pacificsource.com](mailto:cs@pacificsource.com)

#### **Phone**

**Toll-free** (888) 977-9299

#### **TTY**

**Toll-free** (800) 735-2900

#### **En Español**

**Direct** (541) 684-5456

**Toll-free** (866) 281-1464

#### **PacificSource.com**



## Claim Reimbursement

We'll use the itemized bill you provide to process the claim and determine if you owe any additional money. We will mail you a reimbursement check if one is due. It's a good idea to confirm that we have your correct mailing address.

## Assist America®

Most PacificSource benefits packages include a unique global emergency services program provided by Assist America. This program connects you to doctors, hospitals, pharmacies, and other services when faced with a medical emergency while traveling 100 miles or more from your permanent residence, or abroad.

Assist America's Operations Center is staffed 24 hours a day, 365 days a year with trained multilingual and medical personnel, including nurses and doctors, to advise and assist you in a medical emergency.

Key services include: medical consultation, evaluation and referral, hospital admission guarantee, emergency medical evacuation, critical care monitoring, medical repatriation, prescription assistance, and emergency message transmission.

For more details, visit **[PacificSource.com](https://www.pacificsource.com)**.

Please check with your employer or health plan administrator to see if Assist America services are included in your plan.