



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. You have coverage for urgent and emergent services when you are traveling.

Always carry your PacificSource member ID card

Your member ID card lets providers know you're covered and includes helpful plan 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 our Health Services Team 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 dates you received services

- The diagnosis you were given
- The fees charged for the 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 (G0035912) and your member number.

Coverage for 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](https://www.pacificsource.com/legacy)



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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.

