Traveler’s Insurance

Enrollees in the University of California Student Health Insurance Plan (UC SHIP) are covered for approved medical expenses incurred while abroad through the Blue Cross Blue Shield Global Core Program[1]. The University of California also offers ACE travel insurance[2] for travelers on official University business.

If you are officially withdrawing from school to travel, your health insurance will terminate unless you opt into the Continuation Plan or the Voluntary UC SHIP. Please visit End of Coverage: Options [3] to learn more about insurance options while traveling abroad.

Blue Cross Blue Shield Global Core

Blue Cross Blue Shield Global Core Program [1] provides emergency assistance with both medical and travel needs. Here’s how it works:

\00BB Before leaving the U.S., call the Customer Service number on the back of your Anthem Blue Cross ID card to find out exactly how you are covered abroad.

\00BB Call SHCS to obtain information on coverage for international vaccines and the additional UC Travel Accident Policy (described on page 22).

\00BB Always carry your up-to-date Anthem Blue Cross member ID card.

\00BB In an emergency, go to the nearest hospital.

\00BB If you need non-emergency care, please contact SHCS for a referral to ensure that your claim for covered services will be paid according to plan benefits.

\00BB If you need help finding a doctor or hospital, or have any questions about getting care abroad, call the Blue Cross Blue Shield Global Core
Program toll-free at (800) 810-BLUE (2583) or collect at (804) 673-1177, 24 hours a day, seven days a week. Someone will help you and, along with a medical professional, arrange for you to see a doctor or have a hospital stay, if needed.

If you need to be admitted to the hospital, call the Blue Cross Blue Shield Global Core Program toll-free at (800) 810-BLUE (2583) or collect at (804) 673-1177.

**NOTE ABOUT BILLING:** Most foreign clinics and providers will not bill your insurance directly and will require you to pay your bill at the time care is rendered. To get reimbursed, you will need to follow the instructions regarding International Claims [5]. It is often impossible to obtain foreign medical records once you have departed the area, so be sure to obtain this paperwork before you return home.

<table>
<thead>
<tr>
<th>Group Policy</th>
<th>275958</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network</td>
<td>Bluecard PPO [1]</td>
</tr>
<tr>
<td>Tel:</td>
<td>1-800-810-2583</td>
</tr>
</tbody>
</table>

To get reimbursed, you will need to follow the instructions regarding International Claims [5]. It is often impossible to obtain foreign medical records once you have departed the area, so be sure to obtain this paperwork before you return home.

<table>
<thead>
<tr>
<th>If calling within the USA:</th>
<th>1-800-810-2583</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calling Collect:</td>
<td>1-804-673-1177</td>
</tr>
</tbody>
</table>

See Blue Cross Blue Shield Global Core Program [1] for more clinics and contact information.

U.S. & Canada: 1-800-810-2583
International: 1-804-673-1177

© 2015 The Regents of the University of California

**Source URL:** https://studenthealth.ucsf.edu/insurance/travelers-insurance

**Links**
[3] https://studenthealth.ucsf.edu/insurance/other
[5] https://studenthealth.ucsf.edu/insurance/billing-process/international-claims