

# Benefits While Traveling 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.



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

### 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 our Health Services Department at (541) 684-5584 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 the PacificSource Health Services Department and may not be covered. Please see your plan materials for more information, or call Health Services at (541) 684-5584.

### Idaho

Direct: (208) 333-1596  
Toll-free: (800) 688-5008

### Montana

Direct: (406) 442-6589  
Toll-free: (877) 590-1596

### Oregon

Direct: (541) 684-5582  
Toll-free: (888) 977-9299

### TTY

Toll-free: (800) 735-2900

### En Español

Direct: (541) 684-5456  
Toll-free: (866) 281-1464

### Email

cs@pacificsource.com

### PacificSource.com



# 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.

Keep in mind that providers out of the country aren't participating PacificSource providers, and they may charge more than the UCR rate for a service. If that happens, you will be responsible for the difference.

## 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.

## Assist America<sup>®</sup>

Your PacificSource benefit package includes 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 away 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/assist-america](https://PacificSource.com/assist-america).