

# Support from GeoBlue®



## BROKER SUPPORT TEAM (PARTNER PROGRAM)

Contact our Broker Support Team/Partner Program for:

- Commissions
- Agent Hub access
- Updates to address/contact information
- Questions on benefits and certifications
- General product/agent set-up questions

Email: [partnerprogram@geo-blue.com](mailto:partnerprogram@geo-blue.com)

Phone: 844-669-8743

Hours: 8 a.m.–7 p.m. ET

*The Broker Support Team is the best contact for any inquiry as they will be able to get your question to the appropriate team(s).*



## CLIENT SERVICES AND RETENTION

Contact Client Services and Retention for Xplorer and Navigator questions:

- Renewals
- Cancellations
- Past-Due Premium

Email:

[renewals@geo-blue.com](mailto:renewals@geo-blue.com)

(member issues) and

[retentionteam@geo-blue.com](mailto:retentionteam@geo-blue.com)

(broker/agent requests)

Hours: 9 a.m.–5 p.m. ET



## CUSTOMER SERVICE

Contact Claims Inquiry/Benefits for domestic questions:

Phone: 855-481-6647

(Voyager and Trekker)

Phone: 866-306-0169

(Xplorer and Navigator)

*(Prompt #2 for Customer Service/claims/benefits for claims/benefits inside the U.S. or Prompt #1 for GOP/direct pay requests)*

Hours: 9 a.m.–5 p.m. ET

Contact Claims Inquiry/Benefits for international questions:

Phone: 610-254-5850

(Voyager and Trekker)

Phone: 610-470-2440

(Xplorer and Navigator)

*(Prompt #2 for Customer Service, or Prompt #1 for claims/benefits outside the U.S.)*

Hours: 9 a.m.–5 p.m. ET

Global Assistance Team:

Phone: 855-481-6647

*(Prompt #1 for an emergency or to schedule an appointment)*

Hours: Available 24/7/365



## ACCOUNTS RECEIVABLE

Contact Accounts Receivable for:

- Policy premium inquiries
- Invoices

Email: [arindividual@geo-blue.com](mailto:arindividual@geo-blue.com)

Hours: 9 a.m.–5 p.m. ET



## PRESCRIPTION DRUGS

Contact Universal Rx for issues related to an Rx upgrade:

Phone: 540-777-1450 or  
800-788-2910

Email: [eps@universalrx.com](mailto:eps@universalrx.com)

Visit: [www.expatsps.com](http://www.expatsps.com)

Hours: 8:30 a.m.–5 p.m. ET

## Visit Agent Hub for 24/7 access to the following services:

- ✓ Hard copy of renewal letters and new applications
- ✓ ID cards
- ✓ Personalized brochures and marketing materials
- ✓ Sales data
- ✓ Receipts
- ✓ Policy certificates
- ✓ Commission statements
- ✓ Webinars/news
- ✓ Claim forms
- ✓ Provider network search

Please contact [partnerprogram@geo-blue.com](mailto:partnerprogram@geo-blue.com) if you need access to the Agent Hub.

*GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.*

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