

How to Verify Benefits, Request a Payment Guarantee and Submit Invoices

Three Methods to Verify Benefits and Request Payment

GeoBlue® uses three methods to confirm benefits and payment prior to the end of service:

- **Guarantee of Payment (GOP)** for our insured members
- **Guarantee of Benefits (GOB)** for Federal Employee (FEP) Members
- **Direct Pay Letter (DPL)** for U.S. domestic Blue Cross® and/or Blue Shield® (BCBS) plan members accessing international benefits through the Blue Cross Blue Shield Global® (BCBS Global) Core program



GOP PROCESS	GOB PROCESS	DPL PROCESS
GeoBlue Members/ BCBS Global Travelers	Federal Employee (FEP) Members	Blue Cross and/or Blue Shield U.S. Domestic Members
<p>GeoBlue is the insurer for members with BCBS Global ID cards and can provide full service 24/7/365. BCBS Global ID cards will display the GeoBlue network logo next to the suitcase icon.</p>	<p>GeoBlue manages the FEP Overseas Assistance Center for members with FEP ID Cards and can provide full service 24/7/365.</p>	<p>Typically, U.S. domestic BCBS coverage includes limited international benefits through the BCBS Global Core program. GeoBlue is the administrator for BCBS Global Core. Authorization for member's eligibility and coverage are provided by a domestic BCBS company that does not provide 24/7/365 service. Because of this, a authorization typically takes 3–5 business days. Please do not contact the domestic BCBS company directly as it will cause delays.</p> <p>Please ask the domestic BCBS member to pay for treatment and provide a receipt if:</p> <ul style="list-style-type: none"> • The DPL is not received prior to discharge • The member is receiving outpatient treatment <p>The member can then submit a claim for reimbursement.</p> <p>Please contact us promptly if:</p> <ul style="list-style-type: none"> • The member is receiving inpatient treatment • The DPL needs to be extended for their treatment and provide them a receipt, so they can submit a claim for reimbursement. <p>Please submit invoices within 30 days of treatment.</p>
<p>Request a GOP GlobalHealth@geo-blue.com +1-610-254-8771</p>	<p>Request a GOB fepoverseas@geo-blue.com +1-804-673-1678</p>	<p>Request a DPL GCinquiries@geo-blue.com +1-804-673-1177</p>
<p>Submit Invoice Email: invoices@geo-blue.com Post: GeoBlue 933 First Avenue King of Prussia, PA 19406 USA Fax: +1-610-293-3529</p>	<p>Submit Invoice Email: FEPinvoices@geo-blue.com Post: FEP Overseas PO Box 1568 Southeastern, PA 19399 USA Fax: +1-610-293-3529</p>	<p>Submit Invoice Email: invoices@bcbsglobalcore.com Post: GeoBlue PO Box 2048 Southeastern, PA 19399-2048 USA Fax: +1-610-293-3529</p>



Invoice Submission Requirements

For the filing time frame, please refer to the timely filing provision listed on the guarantee. All invoices must include the following information:

- Name of patient
- Date of birth
- Date of service
- Diagnosis or reason for treatment
- Itemized breakdown of charges
- Bank wire instructions, including:
 - Account holder/Beneficiary name
 - Account # or IBAN
 - Name of bank
 - Bank code
 - City and country of bank
 - Copy of the Guarantee of Payment (GOP), Guarantee of Benefits (GOB) or Direct Pay Letter (DPL)

U.S. domestic BCBS Global Core invoices must also include:

- Patient's address



If a DPL says "Medical Records Required for Claim Payment" on the top, you must include the medical records for the date of service to avoid payment delay.

If you are submitting an invoice for a U.S. domestic BCBS plan member, a [BCBS Global Core claim form](#) must be submitted with the invoice. To prevent a payment delay or the need for resubmission, please ensure the claim form is completed and signed. If you need a claim form, please contact the Provider Relations Team at providers@geo-blue.com.



When Will You Receive Payment for Your Invoice?

Payment is issued to your bank account within 30 days from receiving the invoice.

An email notification is sent for you to check the provider portal. Sign in to www.geoblueproviders.com to see an archive of explanation letters from the past two years.

If you are sending the invoice via email, please make sure that the attachments are less than 150 MB.



Questions?

Contact the Provider Finance Team at providerfinance@geo-blue.com regarding:

- Any questions about your payment or a previously submitted invoice
- Missing payments
- To update your banking information

Contact the Provider Relations Team at providers@geo-blue.com regarding:

- Any questions about your direct billing agreement
- Any questions about how to use the portal
- To update your contact information