

Frequently Asked Questions

GEOBLUE® FEDERAL EMPLOYEE PROGRAM (FEP) OVERSEAS ASSISTANCE CENTER

Beginning on January 1, 2024, GeoBlue will take over the management of the FEP Overseas Assistance Center. This program will provide 5.6 million FEP members with access to GeoBlue’s overseas health tools and international provider network. This first-time partnership will also expand the Blue Cross® Blue Shield® footprint globally by serving more than 29,000 FEP members living abroad.

Below are some of the process changes and contact details you can expect for FEP members once the program starts. In the coming months, we will provide additional materials to help inform you and your staff about any process changes.

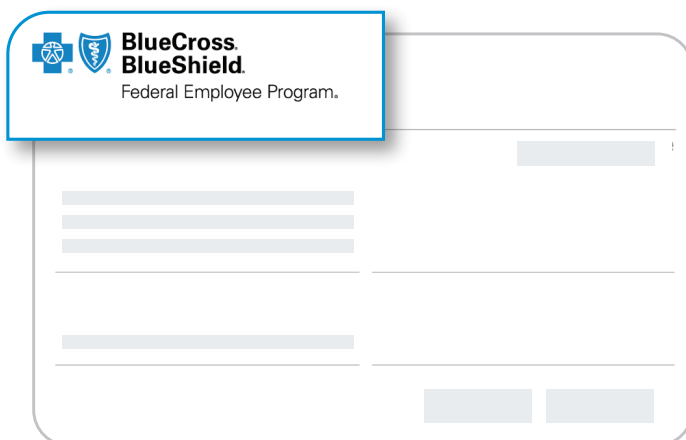
Q: What is FEP?

A: The Federal Employee Program (FEP) has provided health insurance to the United States federal employee workforce for over 60 years. Today, FEP covers over 5.6 million federal employees, retirees and their families across the U.S. and overseas. Visit the [FEP website](#) for more information.

Q: How do I recognize an FEP member?

A: FEP members will be provided with an ID card that includes information related to their coverage. This card contains the following information:

- A prominently displayed Blue Cross® Blue Shield® (BCBS) Federal Employee Program logo:



- Member name
- Unique member ID number, beginning with “R”
- Effective date of coverage

Q: How are FEP members handled differently from GeoBlue or BCBS Global Core members?

A: GeoBlue uses three methods to confirm benefits and payment prior to the completion of services:

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

While a GOP, GOB and DPL appear very similar, they each have different addresses for submitting claims, contacting GeoBlue and submission deadlines.

Q: How do I request a GOB for FEP members?

A: Beginning January 1, 2024, request a GOB by contacting GeoBlue at: fepoverseas@geo-blue.com or +1-804-673-1678.

Q: How do I submit an invoice for an FEP member?

A: Beginning January 1, 2024, submit invoices for FEP members to:

- Email: fepinvoices@geo-blue.com
- Post: FEP Overseas, PO Box 1568
Southeastern, PA 19399 USA
- Fax: +1-610-293-3529

Q: I’m currently providing services to FEP members. When do the new processes go into effect to request GOBs and submit FEP invoices?

A: The new processes go into effect beginning January 1, 2024.

Q: Who can I contact if I have questions about requesting GOBs and submitting FEP invoices?

A: If you have any questions about requested GOBs, submitting FEP invoices or any additional new processes, please contact the Provider Relations Team at providers@geo-blue.com.

Q: Who can I contact if I have questions about a patient who is an FEP member?

A: If you have any questions about an FEP member, please contact our FEP Global Service Center at: fepoverseas@geo-blue.com or +1-804-673-1678.

Q: Will I be seeing more patients who are FEP members in the future?

A: As a GeoBlue Network Provider, your profile is displayed prominently on our provider finder site. FEP members have access to this feature and as a result, you may experience an increase in patients.

Q: Who should I contact if I have questions about an FEP payment?

A: For questions about payments submitted on or after January 1, 2024, please contact the Provider Finance Team at providerfinance@geo-blue.com.

