

Medical Care

while traveling in the U.S.

messa.org



As a MESSA member, you have access to the largest network of providers wherever you are in the nation. All services are subject to your plan's deductible, copay or coinsurance.



Teladoc 24/7 Care

With MESSA, a doctor's visit is at your fingertips when you use the Teladoc Health app. With Teladoc 24/7 Care, you can visit a health provider for minor illnesses or injuries any time, day or night. Visits are subject to your plan's deductible, copayment and coinsurance. Learn more and download the app: messa.org/Teladoc.

For emergency or accidental injuries

Call 911 or go to the nearest hospital or emergency room. Emergency care is always covered anywhere within the U.S. Just make sure you have your MESSA card on you.

If you or a covered dependent require hospitalization, you must contact MESSA Pre-Admission Review at 800-336-0022, prompt 7, within 48 hours of admission, or within 72 hours if admission occurs on a weekend.

For urgent care that requires attention within 48 hours

All urgent care is covered, no matter where you are. Just make sure you have your MESSA card with you. Call 800-336-0013 or visit messa.org to find a doctor or hospital.

For non-emergency care

Use MESSA's "Find Care" tool to locate an in-network provider or hospital. It's available at messa.org/FindCare and in the MESSA app. You can also call MESSA's Member Service Center at 800-336-0013.

Choose an in-network provider to help keep your costs down. In most cases, you won't have to pay more than what you usually pay for care at home.

If you see an out-of-network doctor, your share of the costs will be higher and you might not be covered for all services.

NurseLine

Call a registered nurse 24/7 if you need help accessing your health care options before you incur out-of-pocket costs. Call 800-414-2014 when traveling in the continental U.S., U.S. Virgin Islands, Puerto Rico, Canada and Guam. All other international calls, dial 1-517-999-4538.



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Make sure you have your MESSA card with you when traveling. You have access to doctors and hospitals with the Blue Cross Blue Shield Global Core Program.

For emergency care or urgent care

Emergency and urgent care is covered no matter where you are. Find a provider at **BCBSGlobalCore.com**. If you need additional assistance, contact Blue Cross Blue Shield Global Core at 800-810-2583 (or call collect at 1-804-673-1177).

You may need to pay for all costs at the time you get care, but MESSA will reimburse you once you arrive home. Keep all of your itemized bills and submit a claims reimbursement form to MESSA. You can find the international claim form at **messa.org/forms**.

For non-emergency care

Call Blue Cross Blue Shield Global Core at 800-810-2583 or visit **BCBSGlobalCore.com** to find a hospital or authorized health care provider. You may have to pay for all costs upfront. You can submit a claims reimbursement form and send it with your itemized bills to MESSA.

Contacting MESSA from outside the U.S.

From the U.S. Virgin Islands, Puerto Rico, Canada and Guam: 800-380-3251.

From other foreign countries: 1-517-999-4557. You will need the United States international access code of the country from which you are calling.



Don't forget your medications

When you're traveling, make sure you have enough prescription medication to last until you return. However, if you do need to fill a prescription while away from home:

- When traveling in the U.S., try to use a participating pharmacy. Most major U.S. retail pharmacies are in our network. Present your MESSA card for convenience and savings.
- When traveling abroad, if a participating pharmacy isn't available, pay for the prescription out of pocket and submit a reimbursement request. Get an itemized receipt to submit with the claim.