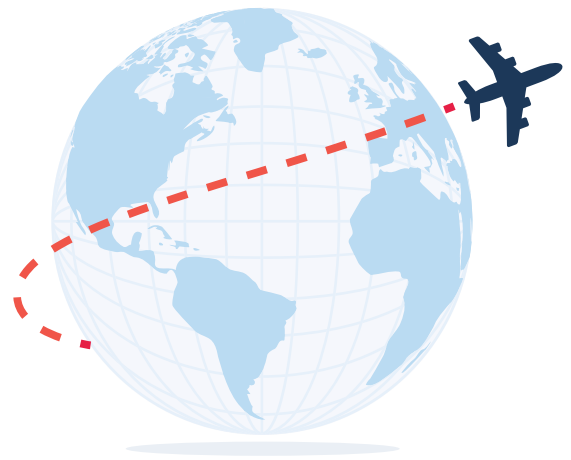


Traveling Outside the United States?



GHC-SCW has the information you need to understand your coverage, know where to seek care when traveling outside of the United States and request reimbursement if needed.



Your coverage outside the United States is limited to **EMERGENCY AND URGENT CARE SERVICES.**

WHERE TO RECEIVE CARE



LIFE-THREATENING EMERGENCY

Go to the **nearest emergency room** immediately.



URGENT CARE SERVICES

Use a walk-in clinic or **urgent care center** when appropriate and available.

FREQUENTLY ASKED QUESTIONS

What care is covered while I am outside the United States?

Your GHC-SCW coverage while temporarily outside the United States is limited to **emergency and urgent care services** only.

Where should I go for a life-threatening emergency?

For life-threatening emergencies, go to the nearest emergency room immediately.

Where should I go for urgent care services?

For urgent care services, use a walk-in clinic or urgent care center when appropriate and available.

What should I do if I am admitted to a hospital outside the United States?

Notify GHC-SCW as soon as possible by calling **(608) 828-4853**. GHC-SCW can assist with coordinating a transfer back into the network when appropriate.

(Frequently Asked Questions continue on the back)

TOGETHER, BETTER IS POSSIBLE.

MK26-75-0(8.26)FL

 **Group Health
Cooperative**
of South Central Wisconsin

REIMBURSEMENT AND CLAIM INFORMATION

What should I do after receiving urgent or emergency care outside the United States?

You will be responsible for paying for services at the time of care. Keep all receipts, medical records and other supporting documents so you can submit a claim to GHC-SCW for reimbursement. If any records or documents are not in English, you must have them translated before submitting them to GHC-SCW.

How do I request reimbursement for services received outside the United States?

Complete and submit the **Subscriber Reimbursement Medical Claim Form** along with your receipts, medical records and other supporting documentation.

How to submit an Electronic Form Submission:

1. Visit ghcscw.com.
2. Select **For Members**.
3. Under Helpful Links, choose **Frequently Requested Forms**.
4. Search for the **Subscriber Reimbursement Medical Claim Form** and click **Web Form**.
5. Enter all required information, upload your supporting documentation and submit electronically.

How to submit a Paper Form Submission:

1. Visit ghcscw.com.
2. Select **For Members**.
3. Under Helpful Links, choose **Frequently Requested Forms**.
4. Search for the **Subscriber Reimbursement Medical Claim Form** and click **English** for the paper form.
5. Click the **Download** button and follow the submission instructions provided.

What information is needed to submit the Subscriber Reimbursement Medical Claim Form?

You will be asked to provide information such as:

Member and Service Information

- Patient name
- Address
- Phone number
- Member ID number
- Details about the services received
- Location of services
- Currency billed

Supporting Documentation

- Provider statement or itemized bill
- Customer receipt or statement
- Primary insurance statement or Explanation of Benefits, when applicable
- All receipts and other supporting documentation

Who should I contact if I need help?

Call GHC-SCW Member Services at (608) 828-4853 or (800) 605-4327 for assistance.

TOGETHER, BETTER IS POSSIBLE.

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