



When you travel, does your health care come along?

Most Public Employees Benefits Board (PEBB) health plans provide coverage over a wide area. This helps you get the health care you may need when traveling. However, some plans do not have coverage outside their service area, except for urgent and emergency services.

Contact your health plans before you travel to confirm your medical, prescription drug, and dental coverage. (**Note:** Premera Blue Cross Medicare Supplement Plan F and Plan G do not offer prescription drug coverage.) Research the health care options at your destination in case you have a medical emergency or need a health care provider. Thinking ahead can save you time and confusion if you end up needing care.

If you live in another state for part of the year

If you have a seasonal residence, keep your address current with the PEBB Program (retiree or PEBB Continuation Coverage subscribers) or your employer (employee subscribers). Contact your health plans to make sure they offer coverage in your area. If your plan does not offer coverage outside of Washington State (except for urgent or emergency services), you may want to choose a different plan during the PEBB Program’s annual open enrollment.

If you need emergency care

Go to the nearest emergency room if you are injured or have sudden symptoms.

All PEBB health plans cover emergency care. See the tables on the following pages for details. If you go to an out-of-network facility, notify your health plan as soon as possible. Your ID card includes contact information.

Before you travel

- Contact your health plans and review each plan’s certificate of coverage to learn about your coverage.
- Pack your health plans’ ID cards (contact your plans if you need one) and your plans’ toll-free and local numbers.
- Pack any prescription drugs and medications in the original bottle or package. Ask your plans about getting extra refills if you plan to be gone for an extended time.
- Wear a medical ID bracelet for any allergies or other special medical needs.
- Visit countrycode.org/how-to-call to learn how to make international calls before traveling outside the U.S. Also research the country’s travel restrictions and local rules related to COVID-19.

While you’re traveling

- If you seek medical or dental care while traveling inside or outside the U.S., contact your health plans so they can help answer your questions, help you find providers or access care, and provide details on requirements for submitting claims from another country.
- You pay your copayments, coinsurance, deductibles, and other costs for covered services received outside the plans’ service areas.

Note: In most situations, Medicare won’t pay for health care or supplies you receive outside the U.S. Visit medicare.gov/coverage/travel for more information.

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How to get medical care when you travel

Kaiser Permanente NW (enrollment in southwest Washington and Oregon)

Out-of-area (within U.S.) Medical services

 Emergency and urgent care are covered. After emergency admission, call **1-800-813-2000** (TRS: 711) as soon as possible.

 Non-emergency care may also be covered in limited situations with approval from your plan. Call the Away from Home Travel Line at **1-951-268-3900** (TRS: 711) to confirm you are in a location that qualifies. You can get urgent and non-urgent care at Kaiser Permanente facilities in other Kaiser Permanente regions. (Note: Long distance charges may apply; no collect calls.)

Urgent care is covered at out-of-network facilities when you are outside your Kaiser Permanente service area. You may also visit any Kaiser Permanente urgent care clinic in other Kaiser Permanente regions.

In states without Kaiser Permanente providers, members can receive urgent care at a CVS MinuteClinic® and will only be charged their plan's standard copay or coinsurance.

 For more information, visit kp.org/travel.

Medicare members: Emergency and urgent care are covered. Members pay 20% coinsurance for non-emergency care. (Limits apply to non-emergency care. Call the plan for details at **1-877-221-8221**.)

 If you've received care or are in the hospital, call the health plan at **1-800-225-8883** to let them know.

Prescription drugs

Ask for an early or extra refill from the pharmacy 1–2 weeks before you travel. Travel immunizations are not covered.

Outside U.S. Medical services

 Emergency and urgent care are covered worldwide. After emergency admission, call **1-800-813-2000** toll-free as soon as possible.

 For urgent care contact the Away from Home Travel Line at **1-951-268-3900**. Long-distance charges may apply; no collect calls.

Medicare members: Emergency and urgent care are covered outside the U.S.

 If you've received care or are in the hospital, call the health plan at **1-800-225-8883** to let them know.

Prescription drugs

Ask for an early or extra refill from the pharmacy 1–2 weeks before you travel. Travel immunizations are not covered.

How to get medical care when you travel

Kaiser Permanente WA

Out-of-area (within U.S.)

Medical services

 Emergency and urgent care are covered at network and non-network facilities. Members should go to the closest hospital or urgent care. After emergency admission, call **1-888-457-9516** and choose option 3 if you live outside of Washington or option 4 if you live in Washington, within 24 hours or as soon as possible.

 Non-emergency care is covered at Kaiser Permanente facilities in other Kaiser regions as a visiting member. To set up visiting member access, call PEBB Member Services at **1-866-648-1928** (TRS: 711).

In states without Kaiser Permanente providers, members can receive care at any urgent care location, retail clinic, or CVS MinuteClinic®. For care at a CVS MinuteClinic, members will only be charged their plan's standard copay or coinsurance. For care at an urgent care or retail clinic location other than a CVS MinuteClinic, you'll be asked to pay up front for services you receive and will need to file a claim for reimbursement.

Contact Kaiser Permanente WA PEBB Member Services for details about care outside the service area or setting up visiting member access.

Medicare members:

 Call **1-888-901-4600** (TRS: 711).

 For more information, visit kp.org/wa/travel.

Prescription drugs

Ask for an early or extra refill from the pharmacy 1–2 weeks before you travel. You can ask your doctor for up to a 90-day supply if you need it.

Prescriptions filled outside the Kaiser Permanente service area may not be covered.

 Contact Kaiser Permanente WA PEBB Member Services at **1-866-648-1928** for questions about your prescription benefits. Travel immunizations are not covered.

Outside U.S.

Medical services

 Emergency and urgent care are covered worldwide. After emergency admission, call **1-888-457-9516** and choose option 2 within 24 hours or as soon as possible.

 Non-emergency care is covered with approval from the plan. Contact Kaiser Permanente WA PEBB Member Services at **1-866-648-1928** for details.

Medicare members:

 Call **1-888-901-4600**.

Prescription drugs

Ask for an early or extra refill from the pharmacy 1–2 weeks before you travel. You can ask your doctor for up to a 90-day supply if you need it.

Prescriptions that you fill outside the Kaiser Permanente service area may not be covered.

 Contact Kaiser Permanente WA PEBB Member Services at **1-866-648-1928** for questions about your prescription benefits. Travel immunizations are not covered.

How to get medical care when you travel

UnitedHealthcare PEBB Balance and PEBB Complete

Within U.S. Medical services

The UnitedHealthcare plans have nationwide coverage, so you can see any provider who accepts Medicare and bills UnitedHealthcare. The coverage area also includes United States territories.

 Call **1-855-873-3268** (TRS: 711) for questions. Travel immunizations are not covered.

Outside U.S. Medical services

All care is covered internationally. Services are reimbursed at 100% of billed charges, minus applicable copays and deductibles. The member must pay for services initially, but will be reimbursed by the plan.

 Call **1-855-873-3268** for questions.

Prescription drugs

After you reach your prescription deductible (and until you reach the pharmacy out-of-pocket maximum), you'll pay 30% coinsurance, up to \$47, for a 30-day supply. Travel immunizations are not covered.

How to get medical care when you travel

Premera Blue Cross Medicare Supplement Plan F (Group)

Out-of-area (within U.S.) Medical services

Emergency, non-emergency, and urgent care are covered nationwide when seeing a provider who accepts Medicare.

 Call **1-800-817-3049** (TTY/TDD: **1-800-842-5357**).
Travel immunizations are not covered.

Outside U.S. Medical services

Emergency care: Limited coverage for the first 60 days of a trip outside the U.S. Member pays first \$250, then 20% coinsurance thereafter.

Non-emergency care is not covered.

 Call **1-800-817-3049**.
Travel immunizations are not covered.

Premera Blue Cross Medicare Supplement Plan G (Group)

Out-of-area (within U.S.) Medical services

Emergency, non-emergency, and urgent care are covered nationwide when seeing a provider who accepts Medicare. You may also be responsible for the Medicare Part B deductible.

 Call **1-800-817-3049** (TTY/TDD: **1-800-842-5357**).
Travel immunizations are not covered.

Outside U.S. Medical services

Emergency care: Limited coverage for the first 60 days of a trip outside the U.S. Member pays first \$250, then 20% coinsurance thereafter. You may also be responsible for the Medicare Part B deductible.

Non-emergency care is not covered.

 Call **1-800-817-3049**.
Travel immunizations are not covered.

How to get medical care when you travel

Uniform Medical Plan, administered by Regence BlueShield and Washington State Rx Services

Out-of-area (within U.S.) Medical services

Uniform Medical Plan (UMP) has nationwide coverage, which means you can get coverage anywhere while you travel within the U.S. However, a few benefits are covered at the network rate, regardless of network status:

- Emergency care is covered at the network rate.
- Urgent care at Regence BlueShield preferred providers (network providers for UMP Plus) and Blue Cross and Blue Shield plan providers is covered at the network rate.

Out-of-network providers for covered services are paid at the out-of-network rate.

UMP Plus members: Services are covered when you see providers in your UMP Plus network.

Medicare members: Services are covered when you see providers who accept Medicare.

 Contact UMP Customer Service at **1-888-849-3681** (TRS: 711) or refer to your plan's certificate of coverage for more information.

Prescription drugs

Request up to a 90-day supply per prescription (or as allowed under that prescription). A maximum of two travel override requests per year are allowed (includes travel within or outside U.S.). You may access network pharmacies across the U.S.

 Contact Washington State Rx Services at **1-888-361-1611** (TRS: 711). Travel immunizations are not covered.

Outside U.S. Medical services

UMP has worldwide coverage so you can get coverage anywhere while you travel outside of the U.S. However, a few benefits are covered at the network rate, regardless of network status:

- Emergency care is covered at the network rate.
- Urgent care at Regence BlueShield preferred providers (network providers for UMP Plus) and Blue Cross and Blue Shield plan providers is covered at the network rate.

Out-of-network providers for covered services are paid at the out-of-network rate.

When you pay for covered health care services outside the BlueCard service area, you must submit a claim to obtain reimbursement. For more information on how to submit a claim for reimbursement, call Blue Cross Blue Shield Global[®] Core at the phone numbers provided below or refer to the "Submitting a Blue Cross Blue Shield Global Core Claim" section of your certificate of coverage.

UMP Plus members: Services are covered when you see providers in your UMP Plus network.

Medicare members: In most situations, Medicare won't pay for medical care or supplies outside the U.S.

 Contact Blue Cross Blue Shield Global Core at **1-800-810-2583**, or call collect at **1-804-673-1177**, for assistance with medical services (including locating a doctor or hospital) outside the U.S.

Prescription drugs

Request up to a six-month supply for travel outside the U.S. A maximum of two travel override requests per year are allowed (includes travel within or outside the U.S.).

You may purchase prescription drugs worldwide. Benefits are limited to prescription drugs approved by the U.S. Food and Drug Administration (FDA) for use in the U.S.

Note: UMP mail-order and specialty pharmacies do not mail outside the U.S. Prescription drugs ordered through mail-order pharmacies located outside the U.S. are not covered.

 Contact Washington State Rx Services at **1-888-361-1611** (TRS: 711). Travel immunizations are not covered.

How to get dental care when you travel

DeltaCare, administered by Delta Dental of Washington

Out-of-area (within U.S.)

Your network primary care dentist (PCD) provides urgent and emergency dental care or a referral within 24 hours of being contacted. You must visit a DeltaCare network provider for all dental care. (**Note:** The DeltaCare service area is limited to Washington.)

Urgent care from a non-DeltaCare dentist is covered when you are more than 50 miles from a DeltaCare network office.

Treatment is limited to the care necessary to evaluate and stabilize your condition until you can get to your PCD.

 Contact DeltaCare at **1-800-650-1583** (TRS: 711) after receiving emergency care.

Outside U.S.

Urgent dental care outside the U.S. is covered. Treatment is limited to the care necessary to evaluate and stabilize your condition until you can get to your PCD.

 Contact DeltaCare at **1-800-650-1583** after receiving emergency care.

Uniform Dental Plan, administered by Delta Dental of Washington

Out-of-area (within U.S.)

Use Delta Dental preferred provider organization (PPO) network dentists for the best rates. The PPO network includes over 104,000 dentists nationwide.

You may see any licensed dentist within the U.S. for care, but out-of-network dentists will cost you more.

 Call **1-800-537-3406** (TRS: 711) before you travel for details.

Outside U.S.

Emergency dental care outside the U.S. is covered.

Submit an out-of-country claim form within six months of treatment for reimbursement. Claims are processed on the same basis as non-participating dentist claims.

 Call **1-800-537-3406** before you travel for details.

Willamette Dental of Washington, Inc.

Out-of-area (within U.S.)

Willamette Dental Group's offices in Washington, Oregon, and Idaho provide care for dental emergencies while you are traveling. Call **1-855-433-6825** (TRS: 711) toll-free to make an appointment.

If you are more than 50 miles from a Willamette Dental Group office, visit any licensed dentist for emergency treatment and Willamette will reimburse up to \$200 (minus your copays).

 Contact Willamette Dental Member Services at **1-855-433-6825** (TRS: 711) after receiving emergency care.

Outside U.S.

Visit any licensed dentist for emergency treatment and Willamette will reimburse up to \$100 (minus your copays).

 Contact Willamette Dental Member Services at **1-855-433-6825** after receiving emergency care.

HCA is committed to providing equal access to our services. If you need an accommodation, or require documents in another format, please contact the following. Employees: Your payroll or benefits office. Retirees and continuation coverage members: Call us at **1-800-200-1004** (TRS: 711).