

# 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 medical care you may need when traveling. However, some plans do not have coverage outside their service area except for urgent and emergent 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 emergent 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 plans as soon as possible. Your ID cards include 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 plan 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](https://countrycode.org/how-to-call) to learn how to make international calls before traveling outside the U.S.

## While you're traveling

- If you seek medical attention 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](https://www.medicare.gov/coverage/travel) for more information.

# How to get medical care when you travel

## Kaiser Foundation Health Plan of the Northwest (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** (TTY: 711) as soon as possible.

Non-emergency care may also be covered with plan authorization. Call the Away from Home Travel Line at **1-951-268-3900** (TTY: 711). 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 location 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. Call **1-951-268-3900** 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. Call **1-951-268-3900** for help finding care.

For more information, visit [kp.org/travel](https://kp.org/travel).

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

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

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

#### Prescription drugs

Ask for an early or extra refill from the pharmacy 1-2 weeks before you travel.

Travel immunizations are not covered.

\*Learn how to make international phone calls at [countrycode.org/how-to-call](https://countrycode.org/how-to-call).

# How to get medical care when you travel

## Kaiser Foundation Health Plan of Washington

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

#### Medical services

Emergency and urgent care are covered at network and non-network facilities. After emergency admission, call **1-888-457-9516** and choose option 3, then option 4, 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 Member Services.

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

Contact Kaiser Foundation Health Plan of Washington PEBB Member Services at **1-866-648-1928** (TTY: 711) for details about care outside the service area or setting up visiting member access.

Medicare members call **1-888-901-4600** (TTY: 711).

### Outside U.S.

#### Medical services

Emergency and urgent care are covered worldwide. After emergency admission, call **1-888-457-9516\*** and choose option 3, then option 4, within 24 hours or as soon as possible.

Non-emergency care is covered with plan authorization.

Contact Kaiser Foundation Health Plan of Washington PEBB Member Services at **1-866-648-1928\*** for details.

Medicare members call **1-888-901-4600.\***

Travel immunizations are not covered.

## 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.

\*Learn how to make international phone calls at [countrycode.org/how-to-call](https://countrycode.org/how-to-call).

# 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

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 medically necessary services are covered at the out-of-network rate.

**Medicare** retirees are covered when you see providers who accept Medicare.

Contact UMP Customer Service at **1-888-849-3681** (TRS: 711).

#### 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.

Travel immunizations are not covered.

Contact Washington State Rx Services at **1-888-361-1611** (TRS: 711).

### Outside U.S.

#### Medical services

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 medically necessary services are covered at the out-of-network rate.

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**.\*

#### 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.

Travel immunizations are not covered.

Contact Washington State Rx Services at **1-888-361-1611**.\*

\*Learn how to make international phone calls at [countrycode.org/how-to-call](https://countrycode.org/how-to-call).

# 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 within 24 hours of being contacted. You must visit a DeltaCare network PCD for all dental care. (Please note that 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 your PCD's 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.

Coverage outside the U.S. is the same as when you are out-of-area in the 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. Reimbursement is limited to \$200 for emergency/urgent care.

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, or 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 \$200 (minus your copays).

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

\*Learn how to make international phone calls at [countrycode.org/how-to-call](http://countrycode.org/how-to-call).

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 personnel, payroll, or benefits office. Retirees and PEBB Continuation Coverage members: Health Care Authority at 1-800-200-1004 (TRS: 711).