

The Compass



Welcome to The GeoBlue Compass Issue No. 79!



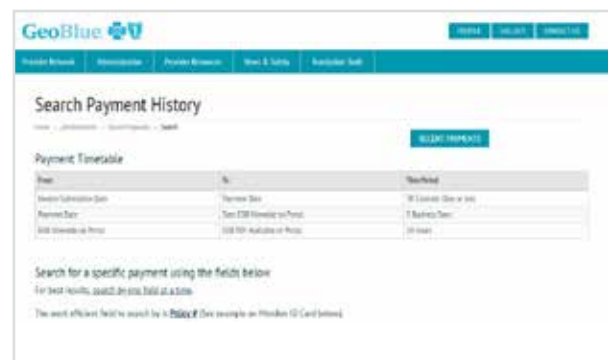
Claim Forms for BCBS Global Core Members

In order to avoid payment delays for Blue Cross Blue Shield Global Core Members, please be sure to include the Direct Pay Letter (DPL) with your invoice. If you did not receive a DPL, a member-completed [BCBS Global Core Claim Form](#) with your invoice is required in order to process the claim.

Explanation of Benefit (EOB) Searches

Please remember to always check the GeoBlue Provider Portal <https://geoblueproviders.com> for EOBs. (Explanation of Benefits). If you do not find your EOB in the Provider Portal, don't panic! Wait 3 days and check again. EOBs appear in the portal **3 days after** payment is sent. If you check earlier, the EOB will not be there. Do not contact Provider Finance until after you have re-checked the portal 3 days after receipt of the payment. If you have trouble finding the EOB after 3 days, try searching by member name or date of payment. If you are still experiencing difficulties or are having difficulties accessing the portal, contact providerfinance@geo-blue.com.

EOBs for BCBS Global Core payments will be available soon in the portal. Stay tuned for more details.



GeoBlue BenefitsCheck Usage Grows

A growing number of providers and facilities have been using GeoBlue's verification of benefits tool, GeoBlue BenefitsCheck, to instantly verify member's coverage and eligibility without the need for a guarantee of payment (GOP).

Here is what some are saying:

"I have enjoyed the system and appreciate its ease.

I have worked with a number of insurance companies and EAP providers. GeoBlue has one of the easiest, 24-hour accessible systems, that allows the clinician to work independently, with information about benefits and payments readily and easily available when the clinician needs it."

– *Dr. Suzanne Anderson, Restorative Community Counselling, Singapore*

"Nice and intuitive interface. The site is easy to navigate. It's a powerful tool for managing invoices and finding patient benefit information."

– *Dr. Nancy Salzman, Paris, France*

If your practice is not using GeoBlue BenefitsCheck or you would like more information about how to use it, please contact us at providers@geo-blue.com.

GeoBlue Collaborated with Newsweek for 2019 Top Hospitals

GeoBlue collaborated with Statista to compile Newsweek's "World's Best Hospitals 2019."

You can find the list [here](#).

Thank you to the GeoBlue providers who helped with this research by completing our survey a few months ago!

Provider Finance Welcomes New Staff

We are pleased to welcome a new member who joined the GeoBlue Provider Finance team this past March.

Diana Mihalachi

Originally from Moldova, Diana moved to the U.S. in 2012 and is fluent in English, Romanian and Russian. She completed her education in both Moldova and the U.S. in Business and Administration and recently received a degree in Health Care Management in the U.S. from Harrisburg Area Community College. In her spare time, Diana enjoys reading, cooking, taking long walks on the beach and traveling.

Welcome Diana!



Farewell from Laura Hilton

After 20 years with GeoBlue, I will be leaving the company this May for a new challenge in the global wellness industry. It has been a great privilege to build a network of the world's most talented doctors, dentists, mental health providers and elite medical facilities. When I started this effort in 1999, my hope was to create long-term relationships with the best clinicians and facilities I could find based on a foundation of trust. I was delighted to find like-minded clinicians and administrators in over 180 countries. Thank you for your confidence and for the excellent healthcare you have provided our members.

I would like to thank the co-founders of Highway to Health, Angelo Masciantonio and Dr. Eliot Heher, for offering me this incredible opportunity, and longtime colleagues Carol Foley, Dr. Frank Gillingham, Andy Conn and Karlie Ricci for their unwavering support. I must also recognize our panel of Regional Physician Advisors especially Dr. Jorge Goldberg, Dr. Javier Pietropinto, Dr. Suzanne Black, Dr. Nancy Salzman, Dr. Arzu Akkas, Dr. Henry Wilde, Dr. Susan Levenstein, Dr. Michael Weinlich, Dr. Wali Muna, Dr. Frits Sutmoller, Dr. Steve Kerr and Dr. David Silverstein for teaching me everything I know about international healthcare. Thank you, merci, vielen Dank, obrigada and gracias!

My best wishes to the team at GeoBlue for its continued success.

Cheers,



GeoBlue's new Director of Global Networks: Gregory Cain

Greg comes to us from GeoBlue's Global Health & Safety department where he managed the 24/7 teams responsible for issuing guarantees of payment, directing members to network providers and facilities, and managing the logistics of our patient transports. While Greg has only been with GeoBlue for two years, he has worked in the international insurance and assistance industry for most of his career.

In considering his new responsibilities, Greg responded "Laura has had a tremendous impact on GeoBlue's global provider network over the past 20 years. She is well-known for her in-depth familiarity with our network providers and the personal touch she brings to the role. She leaves very large shoes for me to fill." Greg joins the rest of the GeoBlue organization in wishing Laura success in her future endeavors.



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