

# The Compass



Welcome to The GeoBlue Compass Issue No. 80!

## Blue Cross Blue Shield Global Core EOBs Available in the Portal

If you cannot find the EOB using the above information, please:

- Search by **Date of Birth**.
- Search by **Payment Date** using a date range. (Example: If the date of payment is 16-Nov-2018, search by 10-Nov-2018 to 21-Nov-2018)
- Search by **Date of Service**.

Policy #

Patient Name

Patient Date of Birth DD -  -  YYYY

Payment Date DD-Mon-YYYY  DD-Mon-YYYY

Payment Method

Date of Service DD-Mon-YYYY  DD-Mon-YYYY

Claim ID

Search GeoBlue Payments

Search Blue Cross Blue Shield Global Core Payments

Explanation of Benefits (EOBs) for Blue Cross Blue Shield Global Core payments are now available in the provider portal at <https://geoblueproviders.com/>. Please check for your EOB in the portal prior to contacting GeoBlue about payment status. **Remember** it may take up to 3 days for an EOB to be available after payment is made. Be sure to select “Search Blue Cross Blue Shield Global Core Payments” when running your search.

## GeoBlue Expands Product Solutions for the Globally Mobile

GeoBlue is happy to announce the launch of a new product that will be available early next year, Blue Cross Blue Shield Global<sup>®</sup> TCN. This new product offering from GeoBlue provides our corporate clients with lower cost options for foreign populations that do not require U.S. cover. This will allow companies to remove U.S.-centric healthcare plan components that are not typically offered to Third Country Nationals (TCNs) or locals with international coverage. This is just one more way GeoBlue is simplifying the international healthcare experience – by developing the right coverage solutions based on the needs of different groups.

## Facility Spotlight – Foundation Wings of Hope, Sarajevo, Bosnia and Herzegovina



The Foundation Wing of Hope in Bosnia and Herzegovina is a new addition to the GeoBlue provider community. It was founded in 1994 as part of the international network Wings of Hope International with the mission of providing post-traumatic relief primarily to the children and youth victims of war as a means of reintegration into society. Developed in conjunction with the Dachau Memorial Centre, the Foundation Wings of Hope was created by children of those imprisoned there who were impacted by the war in Bosnia and Herzegovina.

It has since become an independent psychotherapy center that serves the international community with a goal to provide support for marginalized and vulnerable individuals. It employs English-speaking counsellors who offer various approaches including Gestalt therapy, CBT child adolescent integrative psychotherapy, systematic family therapy and psychiatry.

GeoBlue applauds the work of Foundation Wing of Hope and is excited to have them as a part of our provider community.

## Meet Conor Kennedy

Conor joined GeoBlue in April 2019 as a new member of the Provider Relations team. Born in Ireland, he has already used his Irish connection to secure several contracts there. Conor recently obtained his Bachelor's degree in Spanish from West Chester University in Pennsylvania. He studied abroad during the Summer of 2018 at IAU College in Barcelona, Spain. Conor speaks English and Spanish. When he is not working, Conor enjoys traveling, reading and spending time with family and friends.

Welcome Conor!



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