

The Compass

GeoBlue 



Welcome to The GeoBlue Compass Issue No. 81!

Important Email Contacts

How to minimize delays

It is our goal to process your requests in a timely manner. To minimize delays, it's important to send emails to the correct department. Sending to an incorrect or multiple email addresses may cause delays. Take note of the following important email addresses.

For GeoBlue insured members:

For a guarantee of payment: globalhealth@geo-blue.com

For invoice submission: invoices@geo-blue.com

If you need assistance immediately, our Global Health and Safety team can also be reached 24 hours a day at +1-610-254-8771.

For Blue Cross Blue Shield Global Core members:

For a guarantee of payment: GCinquiries@geo-blue.com

For invoice submission: invoices@bcbsglobalcore.com

If you need immediate assistance, we are available 24 hours a day at +1-804-673-1177.

HELPFUL TIP: It is always best to reply directly to our email responses. Having all the information conveniently located in one email chain or thread helps us respond to you faster.

For questions about a previously-submitted invoice for both lines of business, contact us at providerfinance@geo-blue.com.

For any contract-related issues, including price lists, contact information, etc., contact us at providers@geo-blue.com.

Growing Blue

The Blue Cross Blue Shield Global Brand

Blue Cross Blue Shield is one of the most trusted healthcare brands in the United States, insuring 1 in 3 Americans through their 64 local licensees or partners.



In 2010, we proudly became part of the Blue Cross Blue Shield family. For almost 10 years we've promoted our offerings and growing network under the GeoBlue name. GeoBlue will continue to grow as our company and network name.

In 2016, we began using the **Blue Cross Blue Shield Global (BCBS Global)** brand as our primary product name. Using a product brand name that people instantly know and trust and that clearly communicates what we do is important to grow our relationships and provide our members with peace of mind.

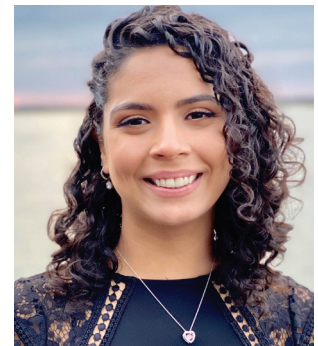
Our fully-insured products for corporate business travelers and expatriates are now branded Blue Cross Blue Shield Global. Our products serving university students and faculty as well as individuals will be re-branded under the BCBS Global name in the coming few years.

In addition to our fully-insured products, there is the **Blue Cross Blue Shield Global Core** product, which was added to the portfolio of international solutions in 2016. GeoBlue serves as the administrator only of this product.

The goal of these re-brands is for all the international offerings of the Blue Cross Blue Shield companies to be under one name – BCBS Global – and to leverage the recognition and trust the brand holds. For more information about GeoBlue and our offerings, visit <https://about.geo-blue.com>.

Staff Spotlight: Daffiny Van Houten

Hailing from Sao Paulo, Brazil, Daffiny joined GeoBlue in August 2019 in our Provider Finance team. She has been living in West Chester, Pennsylvania for the last four years and attended Wilmington University in Delaware, where she received her Master of Business Administration. She has experience in the medical field from her time as a pharmacist in Brazil. Daffiny is fluent in English, Portuguese and Spanish, making her another international addition to our diverse team. In her spare time, Daffiny enjoys reading, cooking, traveling and spending time with her friends and family. She is very excited to be a part of our team and we are happy to have her here!



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