

# BlueCard and Away From Home Care®

Taking your HMO healthcare  
coverage on the road



## Receiving care while away from home

As a Blue Shield of California HMO member, you can take your healthcare benefits with you when you're away from home.

### BlueCard is for short trips

Your Blue Shield HMO includes coverage for emergency and urgent care services only when traveling for fewer than 90 days. The BlueCard® Program expands your service area, giving you access to hospitals and urgent care providers almost everywhere without the need to obtain an authorization or referral.

When you arrive at the participating doctor's office or hospital, simply present your current Blue Shield member ID card.

To locate doctors and hospitals wherever you or a covered dependent need care:



Visit the National Doctor and Hospital Finder at **BCBS.com**.



Use the National Doctor and Hospital Finder app for Android™, iPhone®, iPad®, and iPod touch®.



Call BlueCard Access at  
**(800) 810-BLUE (2583)**.

### Away From Home Care is for long-term stays

The Away From Home Care program provides convenient healthcare coverage while you are temporarily residing in the service area of a participating (host) Blue Cross Blue Shield HMO for at least 90 consecutive days. The program addresses your healthcare needs if you have one of the following situations:

- A child attending school outside of California
- Family members living in different service areas outside of California
- A long-term work assignment outside of California or are a retiree with a dual residence

**Please note that host HMO benefits may differ from your Blue Shield HMO benefits. The host HMO will communicate this information to you upon acceptance of your guest membership application.**

To learn about your specific out-of-area healthcare coverage when you are away from home, call a Blue Shield Away From Home Care specialist at **(800) 622-9402**.

**Note:** Program eligibility is contingent upon the subscriber maintaining a permanent address in California.

**Important:** Always carry your current member ID card.

**Follow these steps to take advantage of the Away From Home Care program:**

1. Contact Blue Shield if you or a covered dependent will be away from home and in another state for at least 90 consecutive days.
2. Blue Shield will advise if a participating (host) HMO is in the area where you will be temporarily residing.

3. If there is a host HMO in the area, Blue Shield will help you complete a guest membership application.
4. Blue Shield will send the application to you for your signature. Once signed and returned, Blue Shield will forward it to the host HMO in your destination location.
5. Your host HMO will provide a member ID card, the name of a primary care physician, and instructions on how to access your benefits while using your guest membership.
6. When you need medical care, you should call your host HMO primary care physician for an appointment.

**In an emergency, go directly to the nearest hospital.**

To learn more about the programs described here, visit **BCBS.com** or call the number on the back of your ID card.

Blue Shield of California Away From Home Care  
P.O. Box 272540, Chico, CA 95927  
**blueshieldca.com | (800) 622-9402**