



Public Employees Benefit Board  
PEBB Statewide Plan  
December 21, 2009

## **International Coverage**

### **Q: Do I have coverage while on sabbatical or traveling abroad?**

A: Yes. Benefits for medically necessary care received outside of the United States will be the same as services received from an in-network provider in the United States.

### **Q: How are my spouse and children covered while they are out of the country?**

A: Dependents who satisfy PEBB's eligibility requirements are covered for medical care received when traveling outside the U.S.

### **Q: What do I need to know before I see a health care provider overseas?**

A: To make sure you have all the information you need prior to departure, call Providence Health Plan's customer service team at 503-574-5500 or 888-549-4902. We will be able to answer your questions and tell you what you need to know in the event you have to access medical care during your trip. We also advise you to download a copy of our international claim form and take it with you when you go.

### **Q: How do I pay the bill for health care services received overseas?**

A: Some international providers will submit a bill for health care services to Providence Health Plan on your behalf. However, when this is not possible, you are responsible for making payment arrangements at the time of service. In these instances, please fill out your personal information on the international claim form, then have the physician or other medical provider from whom you received care complete the portion of the form regarding the treatment or services you received.

When completed, please submit the international claim form together with an itemized bill from the provider's office and proof of payment, to the Providence Health Plan address on the form. Itemized bills should include:

- Date of service;
- Name, address, tax identification number, and address of the physician or other medical provider who provided the service ;
- Diagnosis and procedure code(s); and
- Amount charged for each service.

Please see the international claim form for more information, or contact Providence Health Plan's customer service team at 503-574-5500 or 888-549-4902.

### **Q: How do I get prescriptions filled?**

A: When filling a prescription while traveling outside of the U.S., you will need to pay the pharmacy directly and submit the receipt to Providence Health Plan for reimbursement. If you are taking a maintenance medication, you may be able to arrange to have your medications filled through a mail-order service or preferred retail pharmacy prior to departure. Contact Providence Health Plan's customer service team to find out more.