



BlueCross[®]
Global

Welcome to Blue Cross Global[®]

Simplifying the international healthcare experience through leading networks, brand strength and personalized service

SEAGATE US, LLC

Brought to you by the international
healthcare experts at

GeoBlue[®]



WELCOME TO YOUR COMPANY HEALTH PLAN

Healthcare providers know and trust the Blue Cross Blue Shield name in the U.S. and Bupa Global overseas. The power of those two brands gives members of Blue Cross Global access to one of the largest care networks in the world. That, coupled with high-touch services from GeoBlue creates a simplified, personalized international healthcare experience.

INTRODUCTION TO YOUR HEALTH PLAN



Important plan information and health tools

ACCESSING CARE



How to receive care throughout your journey

DEDICATED WELLNESS SUPPORT



Health and wellbeing services

SELF-SERVICE TOOLS



Convenient tools available on the Member Hub and mobile app

SUBMITTING A CLAIM



File a claim for reimbursement

This pamphlet contains a brief summary of the features and benefits for insured participants covered under your company health insurance. This is not a contract of insurance. Coverage is provided under an insurance policy under which your company is a participating company. The policy is underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, Illinois (policy form 54.1201/54.1205/54.1215). Complete information on the insurance is contained in the Certificate of Coverage which is on file with the company and is made available to all insured participants. If there is a difference between this program description and the certificate wording, the certificate controls.



INTRODUCTION TO YOUR HEALTH PLAN

IMPORTANT PLAN INFORMATION AND HEALTH TOOLS



Register for the GeoBlue Member Hub and mobile app to access important plan information

- Submit and track your claims
- Obtain electronic ID card(s)
- Locate providers worldwide through our global provider directory
- Access global health and safety tools including medical translations, drug equivalents and news and safety information

To register, visit www.geo-blue.com or download the GeoBlue app from the Apple or Google Play app stores. After you register you can use your log in information for both the website and app.

Two of the strongest brands in healthcare, placed right in your pocket

As a Blue Cross Global plan participant, you will receive two ID cards. Your Blue Cross Global ID card should be presented when accessing care within the U.S. and your Bupa Global ID card should be presented when accessing care outside the U.S.*

It is important to have your ID card(s) available when receiving healthcare services. Your cards can be accessed from multiple sources:

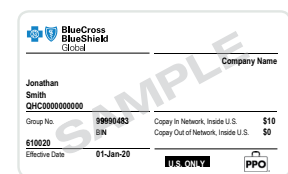
- Hardcopy ID cards will be mailed to you
- You can obtain an electronic version of your ID card on the Member Hub or mobile app
- You can request replacement ID cards through the Member Hub and mobile app. You can also contact customer service for assistance in requesting replacement ID card(s)

When you receive your ID cards, please check the information for accuracy. Please contact customer service if you find any errors.

Your ID card for use outside the U.S.



Your ID card for use within the U.S.



ID card images for illustration purposes only

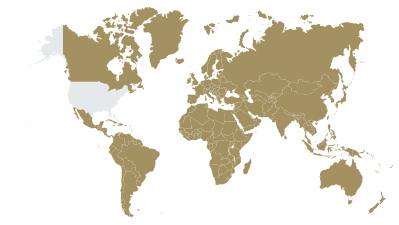
Need help?

**WE'RE AVAILABLE
24/7/365 TO ASSIST**



**Call the number on the
back of your ID card.**





ACCESSING CARE

FIND HEALTHCARE PROFESSIONALS OUTSIDE THE U.S. AND SCHEDULE APPOINTMENTS



Find a Provider

By using your Bupa Global ID card, you have access to one of the largest direct settlement networks outside the U.S.* Simply present your Bupa Global ID card at the point of treatment.

To find a nearby doctor or facility, visit the **“Find Doctors and Hospitals Outside the U.S.”** section of the Member Hub on www.geo-blue.com or select **“Provider Finder”** in the app.

Outside of the U.S., you are free to see any physician you choose without a reduction of benefits. If you see a provider outside of the preferred provider** network, you may have to pay out of pocket for treatment and submit a claim for reimbursement.



Schedule an Appointment

To schedule an appointment, choose a provider or hospital through the Member Hub or mobile app. Contact them directly using the information in their profile. Most eligible treatment is settled directly with the physician or facility behind the scenes. Preferred providers have tools at the point of service to confirm your eligibility and benefits and facilitate direct payment. Direct settlement for outpatient (office-based) services is always at the option of the preferred provider.



YOUR ID CARD FOR USE OUTSIDE THE U.S.

For illustration purposes only



FIND PROVIDER >



PRESENT ID CARD >



GET CARE

Global TeleMD



We know how important it is to get the healthcare you need, when you need it.

In addition to the worldwide network of healthcare professionals available through your health plan, we've teamed up with Teladoc Health to bring you Global TeleMD, a new smartphone app at no additional cost, that provides unlimited, 24/7/365 access to doctor consultations by telephone or video. Doctors are available worldwide. Prescriptions may also be provided, as appropriate (subject to local regulations).

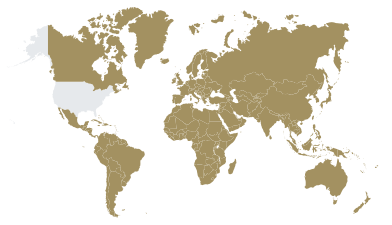
*You are required to pay any applicable copayments, coinsurance or deductibles at the time of service.

**Hospitals/facilities with this designation have agreed to accept direct settlement for inpatient services and may at their discretion accept direct settlement for outpatient services. Physicians and other non-facility providers will accept direct settlement in most instances for their services.

Medical Emergency?

In the event of a medical emergency you should go to the nearest physician or hospital immediately and present your ID card. **We're available 24/7/365** if you have any questions about your benefits or need assistance.





ACCESSING CARE

PRESCRIPTION MEDICATIONS, ASSISTANCE AND OTHER SERVICES OUTSIDE THE U.S.

Dental and Vision Services*

You are free to see any dental or vision care provider you choose. Check with your provider's office to see if they are willing to bill us directly. If so, they should send the claim form and invoice to:

GeoBlue, Attn: Claims Department, P.O. Box 1748, Southeastern, PA 19399-1748, USA.
Email: claims@geo-blue.com
Fax: +1-610-482-9623

If direct settlement is not an option, provide payment directly to the provider's office and then submit a claim for reimbursement.

Prescription Benefits

Prescription benefit coverage provided under the plan includes benefits for both retail pharmacies and a mail order prescription drug program. Use the international mail order program to fill your prescription medication(s), or pay for your prescription up front at a pharmacy and submit a claim for reimbursement. Not all members have access to all prescription drug services. Review your Certificate of Coverage for detailed benefit information. To learn more and download the appropriate forms, visit "**Prescription Benefits**" in the "**Coverage & Benefits**" section of the Member Hub at www.geo-blue.com.

Informed Choice Consultation

When unexpected medical complications affect our lives, sometimes a second opinion may confirm a diagnosis or treatment recommendation. Members can submit an Informed Choice request for additional medical advice from any of our local medical resources around the world.

Visit the "**Informed Choice**" section of the Member Hub at www.geo-blue.com.

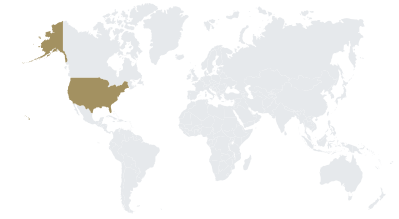
Chronic Care and Maternity Support

Let us arrange the best local resources to help manage cancer, heart disease, sports injuries, behavioral conditions and maternity.

Contact us 24/7/365 via the telephone number on the back of your ID card.

**Not all plans include benefits for dental and vision services. Please check your Certificate of Coverage which is available on the Member Hub.*





ACCESSING CARE

FIND HEALTHCARE PROFESSIONALS WITHIN THE U.S. AND SCHEDULE APPOINTMENTS



Accessing Care

You have access to the leading Blue Cross Blue Shield network within the U.S., Puerto Rico and U.S. Virgin Islands. To find a doctor or facility, visit the **“Find Doctors and Hospitals Inside the U.S.”** section in the Member Hub on www.geo-blue.com or select **“Provider Finder”** in the mobile app.

For assistance contact us 24/7/365 via the telephone number on the back of your ID card.



Scheduling an Appointment with a Blue Cross Blue Shield Provider

Call the provider to confirm they are in network and schedule your appointment. You will need to show the provider your ID card at the time of service.



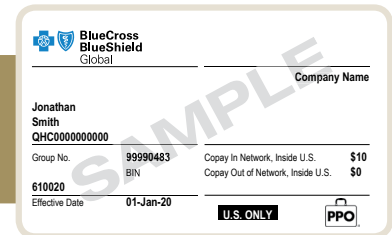
Receiving Medical Services from an Out-of-Network Provider

This typically results in a higher coinsurance and may result in additional costs to you. If you receive care from an out-of-network provider, you may need to pay out of pocket and submit a claim for reimbursement. Click **“How to File Claims”** in the Member Hub on www.geo-blue.com to download the appropriate claim form.

Submit claims electronically using the mobile app or the **“File an eClaim”** link on the Member Hub.

YOUR ID CARD FOR USE WITHIN THE U.S.

For illustration purposes only



Pre-Authorization

Pre-authorization is the process of determining in advance whether a procedure, treatment or service will be covered under your healthcare plan. It also helps ensure you get the right care in the right setting – potentially saving you from costly and unnecessary services.

For example, innovations in healthcare enable doctors to provide services that were once provided exclusively in an inpatient setting, in many different settings, such as an outpatient department of a hospital or a doctor’s office.

WHO IS RESPONSIBLE FOR GETTING THE PRE-AUTHORIZATION?

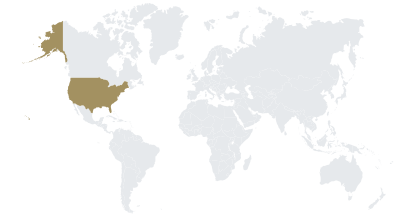
In most cases, when you seek treatment from an in-network provider, they will initiate the pre-authorization process. If you see an out-of-network provider, you are responsible for initiating the pre-authorization process. For more information regarding pre-authorization, please see the Certification Requirements and Pre-Authorization section in your Certificate of Coverage.

To request pre-authorization, please contact us at 1-800-952-3404.

24/7/365 multilingual support when you want it, help when you need it

CONTACT US ANYTIME FOR:

- Help locating providers
- Questions about accessing care or health concerns
- Medical evacuation/repatriation coordination
- Pre-departure assistance



ACCESSING CARE

PRESCRIPTION MEDICATIONS, ASSISTANCE AND OTHER SERVICES WITHIN THE U.S.

Prescription Benefits

Present your ID card at any participating pharmacy and you will be charged in accordance with your plan benefits.*

Dental and Vision Services**

You are free to see any dental or vision care provider you choose. Check with your provider's office to see if they are willing to bill us directly. If so, they should send the claim form and invoice to:

GeoBlue, Attn: Claims Department, P.O. Box 1748, Southeastern, PA 19399-1748, USA.
Email: claims@geo-blue.com
Fax: +1-610-482-9623

If direct settlement is not an option, provide payment directly to the provider's office and then submit a claim for reimbursement.

Maternity Management

The Baby Beginnings® program can help you manage your health when you're planning, expecting and after delivery with the support of experienced nurses. You'll have access to valuable wellness, nutrition and lifestyle resources designed to help you make wise health decisions before you become pregnant. Then take advantage of educational tools and personalized resources to manage your pregnancy and when you need support after the baby is born.***

For more information, please call 1-888-206-1315. If you are already enrolled in the program, you can also text BABY to 511411.

Important Terms

- **Coinsurance:** The percentage of the cost you are responsible for.
- **Coinsurance Maximum:** The maximum amount of coinsurance a member pays during the policy year for covered expenses. Limitations may apply.
- **Copay or Copayment:** The specific dollar amount you will pay at the time of service.
- **Deductible:** An amount you are responsible to pay for eligible expenses before the plan begins to pay.
- **Explanation of Benefits (EOB):** An EOB is not a bill, but a summary of how your claims were processed and what you may owe. Your healthcare professional may bill you directly for the remainder of what you owe.
- **Out-of-Network Provider:** A medical provider who is not contracted with Blue Cross Blue Shield companies. This typically results in a higher coinsurance and may result in additional costs to you.
- **Out-of-Pocket Maximum:** The most you pay during a policy period (usually a year) before your health insurance or plan begins to pay 100% of the allowed amount.

See your Certificate of Coverage for more details.



*Certain limitations and exclusions apply to your coverage under this plan and may affect your coverage. Your Certificate of Coverage is on file with your company and in the Member Hub on www.geo-blue.com.

**Not all plans include benefits for dental and vision services. Please check your Certificate of Coverage which is available on the Member Hub.

***Available until your baby is six weeks old.

Maternity management services are provided by AmeriHealth Administrators, Inc. on behalf of GeoBlue and are available inside the U.S. Services are provided by AmeriHealth Administrators, Inc., an independent company that is not affiliated with GeoBlue and does not provide Blue Cross or Blue Shield products or services. AmeriHealth Administrators, Inc. is solely responsible for case management services by providers. The evaluation and efficacy of any service delivered by a provider lies solely with the participant, spouse, dependent or other authorized party who inquires on behalf of the participant and AmeriHealth Administrators. GeoBlue shall have no responsibility or liability whatsoever for any aspect of the provider/participant relationship or the services rendered to a participant by a provider.



DEDICATED WELLNESS SUPPORT

HEALTH AND WELLBEING SERVICES

We offer a variety of emotional, practical and physical support services for you and your dependents, helping to make transitions more comfortable and assignments more successful.



Emotional Support

- ✓ 24/7/365 clinical intake, message and referral service from triage to crisis intervention
- ✓ Short-term, solution-focused telephonic counseling sessions
- ✓ Aware program for those in need of a mindfulness-based stress reduction strategy
- ✓ Virtual group counseling for participants with similar presenting issues



Practical Support

- ✓ Work-life consultation and referrals for a nearly limitless range of topics including childcare, elder care and daily living
- ✓ Unlimited telephonic financial assistance from financial professionals
- ✓ Telephonic or in-person legal assistance and consultation with attorneys



Physical Support

- ✓ Wellness coaching and support for wellness initiatives, including weight loss, fitness, nutrition, stress management and overall lifestyle improvement
- ✓ Health risk assessment to obtain and assess individual and aggregate health data

Employee Assistance Program (EAP)

For confidential assistance with any work, life, personal or family issue, you can talk to professional counselors for in-the-moment support and referrals to local resources around the world.

AVAILABLE ANY DAY, ANY TIME. CONTACT:

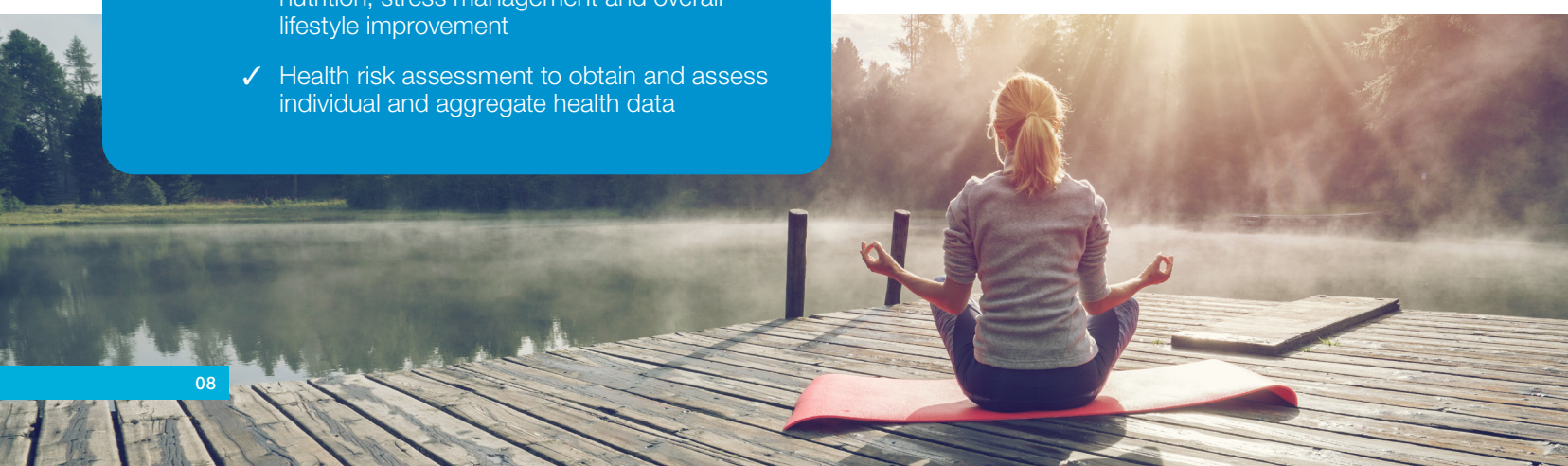
- Inside the U.S.: **1-877-249-4765**
- Outside the U.S.: **+44-208-987-6228**
- **support@worldwideassist.co.uk**

Wellness Services

Set your baseline by taking the Health Assessment and then work to improve your wellness via a one-on-one telephone relationship with a Wellness Coach or by using one of the online programs to address issues related to fitness, weight, smoking and stress.

TO CONTACT A WELLNESS COACH:

- Inside the U.S.: **1-877-249-4752**
- Outside the U.S.: **+44-208-987-6229**
- **contactacoach@wellness-assist.com**





SELF-SERVICE TOOLS

WHY USE THE GEOBLUE MEMBER HUB OR MOBILE APP?



Our digital tools put access to global healthcare right in your hands! Our hyper-personal interfaces provide relevant information based on your profile. There is a wide range of information available to you on the Member Hub, including:



Claim Submission and Status

Submit and track the status of your claims.



ID Card(s)

Obtain an electronic copy of your ID card(s) and request replacements.



Provider Directory

You can review profiles of preferred doctors and hospitals to find the best match, view their contact details and locate the office.



Medical Term Translations

Translation tool for common healthcare terms and phrases.



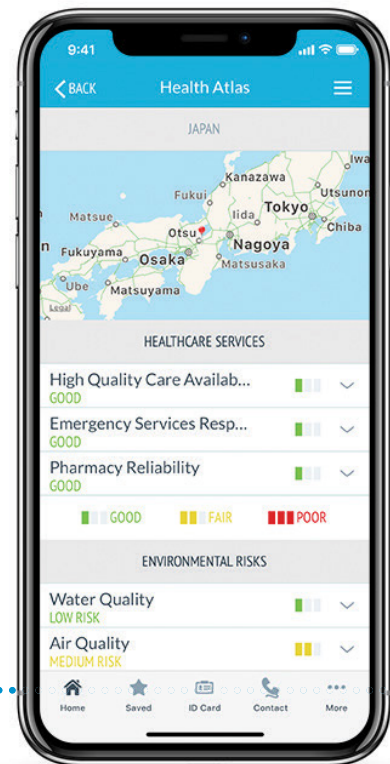
Medicine Equivalent Tool

Find country-specific equivalents for prescription and over-the-counter medications.



News and Safety Information

Receive push notifications and alerts detailing the latest security and health issues based on your location. You can also view country or city profiles on crime, terrorism and natural disasters.



Download the app today!

Download the app and log in using your username and password from www.geo-blue.com or register as a new user through the app using information from your ID card.





CLAIM SUBMISSION

HOW TO CLAIM

Whether you choose a preferred provider that we pay directly or pay up front for services and submit a claim for reimbursement, the claim process is quick and easy. Direct settlement is easier for us to arrange if you confirm your treatment with us first, or if you use a preferred hospital or healthcare professional.

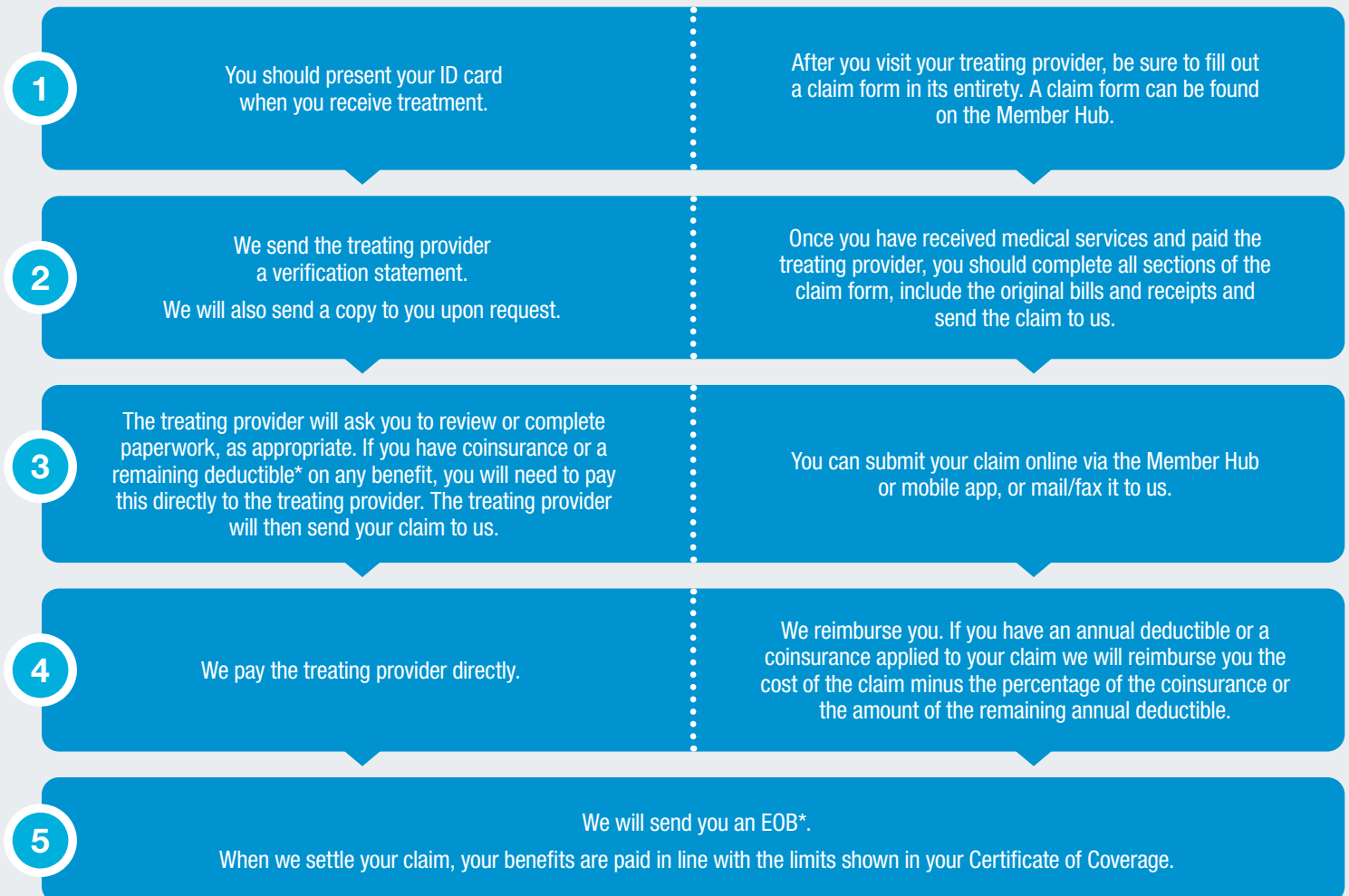
Direct Settlement

Direct settlement is where we pay the provider directly, making things easier for you.



Pay and Claim

You pay up front for services and then submit a claim to us for reimbursement.



*Please see definitions on page 7.

**IF YOU NEED ASSISTANCE WITH A CLAIM,
WE'RE AVAILABLE TO HELP 24/7/365.**



**Call the number on the
back of your ID card.**



CLAIM SUBMISSION

IF YOU NEED TO SUBMIT A CLAIM FOR REIMBURSEMENT, YOU HAVE THE FOLLOWING OPTIONS:



eClaims

We recommend submitting your claims through the Member Hub or mobile app which are the quickest and most convenient ways. Your eClaims are saved in the claims section of the Member Hub. Choose Claims in the GeoBlue app or visit the **“File an eClaim”** section of the Member Hub.

Email and Fax

If you prefer to submit a claim via email or fax, a printable claim form and detailed instructions are available on the Member Hub.

Visit the **“How to File Claims”** section of the Member Hub on www.geo-blue.com and click **“How do you file a claim with GeoBlue?”** to download the appropriate claim form.

Postal Mail

If you prefer to submit a claim via postal mail, a printable claim form and detailed instructions are available on the Member Hub on www.geo-blue.com.

Visit the **“How to File Claims”** section of the Member Hub on www.geo-blue.com and click **“How do you file a claim with GeoBlue?”** to download the appropriate claim form.

**Mail to: GeoBlue, Attn: Claims Department,
P.O. Box 1748, Southeastern, PA 19399-1748, USA.**

Follow these tips to speed up the claims reimbursement process:

- ✓ If you mail or fax your claim(s) make sure your claim form is filled out completely, and don't forget to sign it.
- ✓ Fill out a separate form for each doctor or office visit.
- ✓ Be sure to add a diagnosis or reason for treatment.
- ✓ Provide a detailed description and amount charged for each service.
- ✓ Clearly state how you'd like to be reimbursed.
- ✓ Make and keep handy copies of your bills, receipts and claim forms.



Missing information on the claim form or supporting documentation may delay your claim reimbursement.

Need to Check the Status of your Claim?

No problem! Simply choose **“Claims”** in the GeoBlue app or visit the **“Claims”** section of the Member Hub. If you are using the mobile app, you can elect to receive a push notification when your claim is processed. For more help, visit the **“Claims”** section of the Member Hub.



IMPORTANT CONTACT INFORMATION

Contact us *anytime, anywhere!*

REACH US WORLDWIDE 24/7/365:



Outside the U.S.
+1-610-230-2406



Toll-free within the U.S.
1-888-304-8898



Email us through the **Member Hub**
or **mobile app**



All services are provided through GeoBlue, an independent licensee of the Blue Cross Blue Shield Association. GeoBlue is owned and backed by market leaders, a consortium of Blue Cross Blue Shield plans and Bupa Global.

Blue Cross Blue Shield Global is a brand owned by Blue Cross Blue Shield Association. Bupa Global is a trade name of Bupa, an independent licensee of Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield companies. GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association: made available in cooperation with Anthem Blue Cross. Coverage is provided under insurance policies underwritten by 4 Ever Life Insurance Company, Oakbrook Terrace, IL, NAIC #80985 under policy form series 54.1201/54.1205/54.1215.

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healthcare experts at

GeoBlue®