

Travelling outside of Alberta?



Out-of-Province Emergency Medical Travel coverage is an important part of your benefit package that protects you and your family as you travel anywhere outside of your province of residence.

Before you travel

Know what is covered

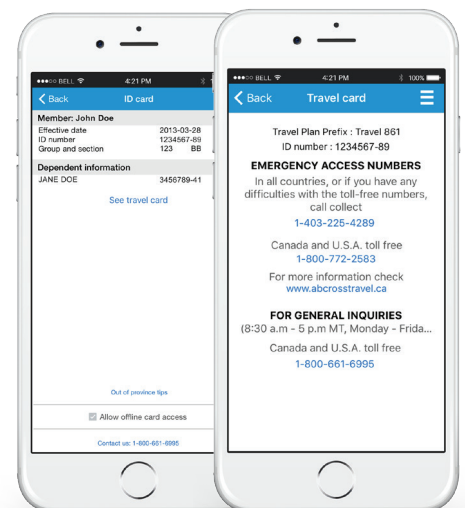
Refer to your benefit booklet for details. If your doctor or specialist advised you against travel due to a medical condition, please respect their advice.

Carry your ID card

In the event of a medical emergency, contact the emergency access numbers located on the back of your Alberta Blue Cross ID card.

TRAVEL ASSISTANCE	EMERGENCY ACCESS NUMBERS
Please call before hospitalization in the event of a Medical Emergency while outside of Alberta.	Call toll free in Canada and the United States. 1-888-772-2583
Be prepared to quote your Group, Identification and Travel Plan Numbers as they appear on the front of this card.	Call collect in all other countries, or if you have any difficulties. 1-403-225-4289
	For general inquiries (8:30 a.m. - 5 p.m. MT Monday - Friday). 1-800-661-6995
	Check for more information at www.abcrosstravel.ca

- You can print a new card by signing in to the member services web site at www.ab.bluecross.ca.
- If you have an Apple or Android device, download the My Benefits app for offline access to your ID card anywhere in the world.



Take note of the appropriate number to call

The number to call in case of a medical emergency while travelling depends on the location you are calling from. In some countries, you have to dial **00** rather than **1** in front of the toll-free number. We recommend that before travelling you note the toll-free or collect number to call.

- Canada and the United States (toll free): 1-888-772-2583
- Mexico: 0-1-888-772-2583
- All other countries, or if you have any difficulties with the toll free number, call collect: 1-403-225-4289
 - **Calling collect:** Dial 0170 from your phone and give the international operator the country and complete number that you want to call including area code.

In case of a medical emergency

If possible, please call the travel assistance emergency access number as soon as you can before receiving treatment. Failure to verify your coverage prior to treatment may invalidate your claim. Please note that if you are unable to reach the travel assistance service, proceed with treatment as medically required and continue trying to make contact.



Questions?

Call Alberta Blue Cross toll free at
1-800-661-6995 between 8:30 a.m.
and 5 p.m. MT, Monday to Friday.

How to claim

- Complete an Emergency Out of Province/Out of Country claim form and, based on your province of residence, a Provincial Insurance Claim Consent and Authorization form. These forms can be found online at www.ab.bluecross.ca.
 - Alberta Blue Cross has agreements with the following provincial health plans: Alberta, British Columbia, Northwest Territories, Ontario, Saskatchewan and Yukon.
 - If you are a resident of a province that is not listed, you are required to submit all hospital and physician claims first to your provincial health plan for assessment, then to Alberta Blue Cross, along with the assessment statement from your provincial health plan.
- Submit your receipts or itemized statements to Alberta Blue Cross with the completed Emergency Out of Province/Out of Country claim form and the Insurance Claim Consent and Authorization form.