



**BlueCross BlueShield
of New Mexico**

Taking your HMO health care coverage on the road

Receiving care while
away from home



As a Blue Cross and Blue Shield HMO member, you can have peace of mind that you'll be able to find the health care provider you need when you're away from home.

The BlueCard® Program gives you access to doctors and hospitals for urgent and emergency care when traveling. Contact Blue Cross and Blue Shield of New Mexico (BCBSNM) to determine your benefits and coverage.

The Away From Home Care® Program gives you access to a participating HMO when you're away from home for at least 90 days. The program is designed to bring you peace of mind if you:

- Have a child attending school out of state
- Have family members living in different service areas
- Have a long-term work assignment in another state
- Are a retiree with a dual residence

This program is available to you and your covered dependents in most states and in the District of Columbia. For eligibility information and specific locations where the Away From Home Care Program is available, please contact Customer Service at the number on the back of your BCBSNM ID card.

No claims paperwork or up-front costs

For your convenience, after you receive care, you should:

- Not have to complete any claim forms
- Not have to pay for medical services other than your usual out-of-pocket expenses (non-covered services, deductible, copayment, and coinsurance)

Always remember to carry your current BCBSNM ID card. It contains helpful information for accessing health care when you're away from home.

The BlueCard Program is available to you for short trips

If you need urgent or emergency care while away from home **for less than 90 consecutive days**, follow these easy steps:

1. Always carry your current BCBSNM ID card for easy reference and access to service.
2. In an emergency, go directly to the nearest hospital.
3. Call your primary care physician or BCBSNM for preauthorization and/or pre-certification, if necessary. The prior approval phone number is on the back of your ID card.
4. To find nearby doctors and hospitals, call BlueCard® Access at **1-800-810-BLUE (2583)** or visit the Blue National Doctor and Hospital Finder at bcbs.com.
5. When you arrive at the participating doctor's office or hospital, simply present your ID card.

The BlueCard Program is not available for Medicaid, Medicare Advantage or Medicare Part D plan members. HMO plan members can use the BlueCard Program only for emergency or urgent care when traveling or away from home for less than 90 days. Also, the Away From Home Care Program is not available for Medicaid plan members or for HMO plan members on the Blue Community HMO NetworkSM and Blue Advantage HMOSM network.

Away From Home Care is available to you for long trips

If you will be temporarily residing away from the BCBSNM HMO service area **for at least 90 consecutive days**, BCBSNM offers Guest Membership through Away From Home Care. The program ensures that you and your eligible dependents have continuous access to a health care provider. Here's how this benefit works:

1. Contact BCBSNM if you or a covered dependent are going to be away from home for at least 90 consecutive days.
2. BCBSNM will advise you if a participating HMO is located in the area where you will be staying.
3. BCBSNM will work with you to complete a Guest Membership application if a participating HMO is located in the area. BCBSNM will mail you the application for a signature. Once it is signed, BCBSNM will forward it to the participating Host HMO in your destination location.
4. Your Host HMO will provide you with a membership ID card, a primary care physician, and instructions on how to access your benefits while using your Guest Membership.
5. Call your Host HMO primary care physician for an appointment when you need medical care.

Note: The Host HMO benefits may differ from your BCBSNM HMO benefits. The Host HMO will communicate this information to you upon acceptance of your Guest Membership application.