Overview

Student Blue℠ coverage for Duke students through Blue Cross and Blue Shield of North Carolina (BCBSNC) extends throughout the U.S. and worldwide to over 200 countries and territories. As a student, whether you are studying abroad or back in your home country visiting family, you can rest assured knowing there are services available to you through your Student Blue health plan.

Services available to traveling students

Provider referrals, appointments, and admission arrangements

If you are in need of medical care, BlueCard Worldwide will refer you to the most appropriate doctors and facilities in the locale requested. If necessary, BlueCard Worldwide will also assist you in setting appointments, arrange your admission to a hospital or medical center, and arrange for the provider to bill BlueCard Worldwide directly for services.

Medical Advice

BlueCard worldwide will provide medical advice over the telephone. However, a telephone conversation is no substitute for an in-person consultation with a physician, cannot establish diagnosis, and must be treated as advice only. BlueCard worldwide will designate an Assistance Coordinator to work with you.

Medical case monitoring and liaison service

If you are hospitalized, trained medical staff will monitor your case and serve as a liaison between your, your family, your health care provider, and/or your authorized representative.

Pre-trip information

Upon request, an Assistance Coordinator will provide information on travel destinations, including information on available medical providers, health and security profiles of destinations throughout the world, weather reports, inoculation and immunization recommendations, visa requirements, traveler advisories, currency exchange rates, contact information for embassies and consulates worldwide and other important information. This information is available by telephone or the web.
Services available to traveling students

Translation services
If you have a need to use any of the available Assistance Services, an Assistance Coordinator will be available to translate or arrange for translation, by telephone, as needed for the purposes of providing the service.

Prescription replacement and medical supply arrangements
An Assistance Coordinator can contact your pharmacy or medical equipment supplier and obtain replacement information on your behalf. The Assistance Coordinator will then make arrangements with a network doctor or pharmacist to supply a replacement to the student.

Emergency message center service
If you are faced with an emergency, the emergency message center enables the Assistance Coordinator to receive a message from you and make appropriate attempts to deliver the message to an intended recipient. The Assistance Coordinator will make 3 attempts in 24 hours to reach the requested party and will provide you with an update on the disposition of the attempts.

Return of dependent child(ren)
If your dependent child(ren) are present but left unattended as a result of your injury or illness, the Assistance Coordinator will arrange for transportation to return the children to your home country.

Personal effects collection and return
If you leave behind personal effects as a result of a medical emergency, an Assistance Coordinator will assist in making necessary arrangements for such personal effects to be collected and returned.

Emergency medical transportation
Your benefits include access to a network of medical transportation and air ambulance providers. If you have a medical emergency while traveling, the Assistance Coordinator will arrange medical transportation including evacuation.

Lost ticket and document replacement
If you lose a ticket or passport while traveling, an Assistance Coordinator will provide information and help you to obtain replacement documents, including tickets and passports.

Lost luggage assistance
If your luggage is lost or stolen while traveling, an Assistance Coordinator will help locate it by following up with the transportation provider or appropriate law enforcement.

Legal referrals and arrangements
The Assistance Coordinator can help you find a local legal advisor. If you require the posting of bail or immediate payment of legal fees, the Coordinator can help arrange a cash transfer from family or friends.

If you are in need of any of these services, please call toll-free (866) 654-2819 or collect at (804) 965-8411

Visit us at bcbsnc.com/Duke

2. These services are not part of the standard BlueCard World Wide program. BCBSNC has contracted directly with World Access Service Corp., dba Mondial Assistance, for the provision of these services to Duke University Students.
3. Student is responsible for any associated fees.

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