

GeoBlue eClaims

The most convenient mobile and online claim submission tool.

Why would I file an eClaim?

Through eClaims, expats can file with greater accuracy through a process that is quick, convenient and paperless:

- Quick and easy filing process
- Convenient online and mobile formats
- Paperless process and storage of document such as billing statements and scans of checks or receipts

How can I submit an eClaim?

eClaims can be accessed from the **GeoBlue app**. Using the app, members submit a claim in two ways:

- Fill out a paperless claim form using a mobile device
- Submit a photo of a completed paper claim form

eClaims can also be accessed through the Member Hub on **www.geobluetravelinsurance.com**.

- Members will follow a guided application to upload their supporting documents
- Each step of the submission process has tooltips that assist users in entering valid information
- The application will pre-fill the member's contact and bank details after the first submission
- Members can check their claim status online at any time

Can claims be submitted any other way?

Yes, if necessary claims can still be submitted via email, fax or postal mail. A printable claim form is also available in the Member Hub on **www.geobluetravelinsurance.com**.

How can filing a claim be avoided?

When a member contacts GeoBlue prior to accessing care from a contracted provider outside of the U.S., Direct Pay can be arranged and GeoBlue will provide a Guarantee of Payment to cover the medical treatment.

Other Questions?

GeoBlue Customer Service
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