

Receiving care away from home

Florida Blue 
HMO

BlueCard® - Your health care coverage goes with you.

As a Florida Blue HMO member, you and your covered dependents have coverage for certain services when you're away from home.

1. Always carry your current Florida Blue HMO ID card.
2. For non-critical but urgent care needs, you can use an Urgent Care Center. Simply present your member ID card at the time of service.
3. In an emergency, go directly to the nearest hospital and present your ID card.
4. Emergency care does not require an authorization first, but you should contact your primary physician or Florida Blue as soon as possible concerning the receipt of Emergency Services and/or any admission which results from an Emergency Medical Condition.
5. Follow up care must be rendered by an in-network provider. Required non-emergency services rendered outside the Florida Blue HMO service area must be authorized in advance by Florida Blue HMO to be covered.
6. Contact your primary care physician or Florida Blue via the number on the back of your ID card, for assistance.

You can locate doctors and hospitals in the BlueCard network at bcbs.com or call BlueCard Customer Service at 1-800-810-BLUE (2583).

After care is received through the BlueCard program, you should not have to complete any claim forms, nor should you have to pay more than your usual out-of-pocket expenses for covered services.

If you or your dependents require coverage outside of the service area for an extended period of time, you may be eligible to participate in our Away From Home Care® Program.

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Away From Home Care® Program for Extended Stays

If you will be in a different service area for at least 90 consecutive days, this Guest Membership program may provide ongoing access to the care you need. The Away From Home Care Program gives Florida Blue HMO members and their dependents access to participating HMO plans in many states.

The program works well for members who may have a child or children attending school out-of-state, family members temporarily living in different service areas for an extended period or have a work assignment in another area.

Whatever the reason, this program can extend your coverage when you are away from home for at least 90 days. Coverage is limited to participating Blue Cross and Blue Shield HMO plans. Here is how it works:

1. Call the customer service number on your member ID card to see if a participating HMO is in the area where you will be staying.
2. If a participating HMO is in the area where you will be going (called a Host HMO), Florida Blue HMO will work with you to complete a Guest Membership application. The application will be sent to you for your signature. After you sign, date and return the application, Florida Blue HMO will forward it to the Host HMO in your destination location.
3. The Host HMO will provide you with a member ID card, a primary care physician (you may be asked to choose your own primary care physician) and details on how your coverage and benefits work in the Host HMO service area.
4. When you need medical care, you will contact the primary care physician located in the Host HMO service area.
5. Coverage is limited to 6 months for the policyholder and up to 12 months for dependents, with annual renewal.

You will not have to complete claims forms, and you will only have to pay for any applicable, deductibles, copayments and coinsurance, for your services.

- **Please note that these payment amounts may be different from those required by Florida Blue HMO. The Host HMO will communicate this information to you upon acceptance of your Guest Membership application.**
- **Always keep your Florida Blue and Host HMO plan ID cards handy.**
 - **Use your Florida Blue ID card for medical care in your home service area.**
 - **Use your Host HMO ID card for medical care where you are staying outside of Florida.**

It is recommended that you start this process at least 30 days in advance.