

Healthcare coverage wherever you go.

As a Coupe member, you have access to doctors, hospitals, support tools and resources around the world through BCBS Global Core program.

For healthcare outside of the United States:

1. Verify your international benefits with your Coupe Plan before leaving the United States since benefits may be different outside the country.
2. Always carry your Coupe member ID Card.
3. In an emergency, go directly to the nearest hospital. If hospitalized, call your Coupe Health Valet at 833-749-1969.
4. For non-emergency inpatient medical care, please call your Coupe Health Valet at 833-749-1969
5. As a Coupe member, you are responsible for any required precertification/preauthorization. Contact your Health Valet for assistance.



With any questions
regarding care, contact your
Coupe Health Valet:

833-749-1969

HealthValet@coupehealth.com

“What do I do if I need medical care outside the U.S.?”

Please follow the below steps to get started traveling with Coupe:

1. Before you travel abroad, contact your Health Valet for confirmation of benefits. Your healthcare coverage outside the U.S. may be different than what you have within the U.S.
2. Always carry your current Coupe member ID card.
3. In an emergency, go directly to the nearest hospital.
4. If you need to locate a doctor or hospital or need medical assistance services, call your Health Valet at 833-749-1969 between the hours of 8:00 am-8:00 pm central Mon-Fri.

Note: if you are calling outside of these hours you can contact the BCBS Global Core Service Center at 1-804-673-1177 24 hours a day, seven days a week.

5. If you need inpatient care, call the numbers listed above in #4. You will not need to pay upfront for services received (much like your usual Coupe care and billing process).
As a Coupe member, you are responsible for any required precertification/preauthorization. Please contact your Coupe Health Valet by dialing the phone number on the back of your Coupe member ID card.
6. If direct payment has not been arranged, or your local Coupe Plan is unable to verify your benefit coverage at time of service, you may need to pay upfront and submit a claim for reimbursement. Contact your Health Valet for assistance with reimbursement.

Still have questions?

Contact your Coupe Health Valet:

HealthValet@coupehealth.com

833-749-1969