



COVID-19

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus is called COVID-19.

According to the World Health Organization (WHO), common symptoms of COVID-19 include:

- Fever, tiredness and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea.
- These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.
- People with fever, cough and difficulty breathing should seek medical attention.

To avoid the spread of infection, the WHO recommends:

- Regular and thorough hand washing
- Covering mouth and nose when coughing and sneezing
- Refraining from touching eyes, nose and mouth
- Avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing



For more information on COVID-19
please follow the below links:

[World Health Organization](#)
[Centers for Disease Control and Prevention](#)

Support for Care Outside the U.S.

Medical Assistance

If you need medical assistance while living or traveling out of the U.S., we're available 24/7/365 at 800.810.BLUE (follow the prompt for international and Blue Cross Blue Shield Global Core) or email us at customerservice@bcbsglobalcore.com.

Provider Availability

Provider availability, services and operating hours may be impacted by the COVID-19 pandemic. Once you have identified a provider, we strongly encourage you to contact them for their availability and services.

Coverage and Benefit Questions

Just call the number on the back of your medical ID card.

Claims Processing

For expedited claims processing, we strongly encourage members to submit claims online at <https://www.bcbsglobalcore.com> or through the Blue Cross Blue Shield Global Core mobile app. Claims can also be emailed to claims@bcbsglobalcore.com



The Customer Service Center is available
24/7/365

800.810.BLUE
(follow the prompts for international and
Blue Cross Blue Shield Global Core)

804.673.1177
(collect calls accepted)