

Travel with HMSA



Have peace of mind knowing that HMSA is with you while you're traveling. You'll have access to Blue Cross and Blue Shield doctors across the U.S. Mainland and in more than 200 countries and territories around the world.

Know before you go

As part of your travel planning, call HMSA to find out what your health plan pays for and where to go for medical care while away from home.

Oahu


Group and Individual Plan members	948-6111
County, State, and Federal Plan members..	948-6499
Senior Plan members.....	948-6000
HMO members	948-6372

Neighbor Islands

Hilo	935-5441
Kailua-Kona	329-5291
Kauai.....	245-3393
Maui	871-6295

Traveling within the U.S.

HMSA PPO members:

- Check your HMSA membership card for the PPO suitcase logo. 
- Call 1 (800) 810-BLUE (2583) toll-free for doctors where you'll be traveling. The number is on your HMSA card.

- Visit the Blue Cross Blue Shield Doctor & Hospital Finder website at BCBS.com.
- See Blue Cross and Blue Shield doctors for the most savings and convenience.
- If you see doctors who aren't part of Blue Cross and Blue Shield, you may have to pay upfront and file your claim with HMSA. Also, your reimbursement may be less than if you see Blue Cross and Blue Shield doctors.

HMSA HMO members:

- **For urgent or emergency care:** You don't need a referral. When you return home, call your PCP for follow-up care.
- **For urgent care:** Call 1 (800) 810-BLUE (2583) toll-free for the nearest doctors.
- **For emergencies:** Go to the nearest emergency room.
 - Show your HMSA membership card.
 - Ask the doctor or hospital to file your claim.
- **For care that's not urgent or an emergency:** Get a referral from your PCP in Hawaii if you want HMSA to help pay for your care.

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An Independent Licensee of the Blue Cross and Blue Shield Association

HMSA's Away From Home Care Program (Guest Membership)

- Available for HMSA HMO members living in another state for at least 90 days.
- Before you leave home, call 948-6466 on Oahu or 1 (800) 776-4672 toll-free on the Neighbor Islands for more information or to apply.

Traveling outside the U.S.

Your plan may pay for some services while you're traveling in another country. Call us before you leave home to learn more.

HMSA PPO members:

- For non-emergency medical care that requires a hospital stay, call the Blue Cross Blue Shield Global Core Service Center at 1 (800) 810-BLUE (2583). To obtain approval for the hospital stay, call HMSA. In most cases, you should only need to pay upfront for your normal out-of-pocket costs and non-covered services. The hospital should submit the claim for you.
- For emergencies, go to the nearest emergency room.
- All medical care not related to a hospital stay will require full payment upfront. To obtain reimbursement, send a claim along with the bill listing services and charges within 90 days to:
HMSA – BlueCard Claims
P.O. Box 2970
Honolulu, HI 96802-2970
- Download the Blue Cross Blue Shield Global Core mobile app from the Apple Store or Google Play for Apple or Android devices. The app offers added convenience when you travel.
- Visit bcbsglobalcore.com for more information

HMSA HMO members:

Call us and we'll explain what to do if you need urgent or emergency care when traveling.

Prescription drugs

Your membership connects you to many pharmacies on the U.S. Mainland. When you travel, you can pick up prescriptions the same way you do in Hawaii. You pay a copayment and the pharmacist handles the paperwork.

Here are some pharmacies where you can pick up your prescriptions:

- Albertson's Pharmacy
- Costco Pharmacies
- CVS Pharmacy
- Fred Meyer Pharmacy
- Kmart Pharmacy
- Kroger Pharmacy
- Rite Aid Pharmacy
- Safeway Pharmacy
- Sams Pharmacy
- Sav-On Drugs
- Target
- Walgreens
- Walmart Pharmacy

This is a partial list. To find a participating pharmacy on the Mainland, log in to My Account at hmsa.com and click Member Login.

If you're filling prescriptions from a Hawaii doctor, keep in mind individual state pharmacy laws:

- All states require a written prescription.
- Empty prescription containers marked "refill" won't be honored out of state.
- Some states will only accept prescriptions from doctors in their state.
- Some states will give only a 30- or 60-day supply, regardless of the amount on your prescription.

Tip: Take enough medication to last your whole trip to avoid having to get refills while traveling.

Carry your HMSA membership card

It gives doctors the plan information they need to file your claim.