



Understanding your TieCare ID Card

FRONT OF THE ID CARD

Jane Doe, a teacher at ABC School, received the ID Card to the right. As noted on the ID card, she is under the GSP-1234 / Worldwide Policy. NOTE: If you do not have Co-Ins, Preventive, Dental and/or Vision sections listed on your ID card, your plan does not offer these benefits.

Jane's GBG ID number: ID# 123456-123456789-00

Jane's GBG ID number is a unique member number that correlates just to her. So, no matter how many Jane Does work for ABC School, only this Jane Doe has a GBG ID number of 123456-123456789-00.

Jane can use her GBG ID number to:

- Register on www.GBG.com to access the Member Services Portal, where she can access forms, file and view claims, find direct-bill providers, and more.
- Get discounts in the U.S. on eye exams, eyewear and contacts through VSP. Your VSP number is in the location of the four digit sequence as marked in red on the sample ID card to the right. In this case, Jane and her family's VSP number is 6789. (Worldwide Policies only. See the Vision Benefit Global Gram for more information)

BACK OF THE ID CARD

Who is GBG Assist?

GBG Assist is your contact for 24 Hour Customer Service, Emergency Medical Assistance, and Health Insurance-related inquiries, such as Pre-authorization.

Who is World Medical Network (WMN) and Aetna®?

WMN is a direct-bill network for providers outside of North America. Aetna® is a direct-bill network for providers within the U.S.

Who is New Frontier Group?


In the United States, GBG partners with New Frontier Group who provides access to a Preferred Provider Network. Through New Frontier Group, Insureds have access to one of the nation's largest network of directly contracted, credentialed health care providers.


FRONT

Name: Jane Doe

Group: ABC School
GBG ID#: 123456-123456789-00
Aetna ID#: 987656789
Aetna Group #: 863961- 012- 00100
Policy: GSP-1234 / Worldwide
Effective Date: 1 May 2016
Deductible: \$123 **Co-Ins:** 10% **Co-Pay:** \$10
Preventive: \$123 **Dental:** \$123 **Vision:** Yes

U.S. Providers
aetna
PPO


Insurance Without Borders™



RxBIN#: 123456 PCN: ADV RxGRP#: RX1234 RxID#: 123456789






BACK

Emergency Medical Assistance/Pre-authorization/Benefit Verification
24 Hour Customer Service
U.S./Canada Toll-Free: 1.866.914.5333
Worldwide Collect: 1.905.669.4920
Email: GBGAssist@gbg.com

Claims Submission
Online: www.tiecare.com

Mail to ICS:
27422 Portola Parkway, Suite 110
Foothill Ranch, CA 92610 USA

Mail to Aetna: (U.S. Aetna Providers Only)
P.O. Box 30259 **Payor ID#** 60054
Tampa, FL 33630 USA **Provider Services:** 1.800.414.0596






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Who is International Claims Services (ICS)?

ICS provides claims processing and reimbursements to all TieCare insurance members. To submit a claim, mail or submit the online form at www.gbg.com.

Who is CVS Caremark?

CVS Caremark provides direct-bill prescription medicine within the U.S., at any CVS Caremark pharmacy network. Please note that many retailers are part of the CVS Caremark network, including Walmart, local pharmacies, and more. Note: CVS Caremark is available for Worldwide coverage policies only.

What about my region?

Regional specifics occur depending on the plan and regional providers. Please review your policy for region-specific information. Your card might have additional logos that pertain only to your region.

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