As a MESSA member, your health coverage goes with you when you travel. Wherever you are in the nation, you have access to the largest network of providers with your MESSA plan. If you want to keep costs down, it’s important to see an in-network doctor. All services are subject to your plan’s deductible.

For emergency or accidental injuries
Call 911 or go to the nearest hospital or emergency room. Emergency care is always covered anywhere within the U.S. Just make sure you have your MESSA card on you.

If you or a covered dependent require hospitalization, you must contact MESSA Pre-Admission Review at 800-336-0022, prompt 7, within 48 hours of admission, or within 72 hours if admission occurs on a weekend.

For urgent care that requires attention within 48 hours
All urgent care is covered, no matter where you are. Just make sure you have your MESSA card with you.
Call 800-336-0013 or visit messa.org to find a doctor or hospital.

For non-emergency care
Find an in-network doctor at messa.org or call 800-336-0013.

When you visit an in-network doctor, you will only pay the rate the local Blue Cross Blue Shield plan negotiated with that doctor for your care. In most cases, you shouldn’t have to pay more than what you usually pay for care.

If you see an out-of-network doctor, your share of the costs will be higher and you might not be covered for all services.

NurseLine
Call a registered nurse 24/7 if you need help accessing your health care options before you incur out-of-pocket costs. Call 800-414-2014 when traveling in the continental U.S., U.S. Virgin Islands, Puerto Rico, Canada and Guam. All other international calls dial 1-517-999-4538.
Medical Care
while traveling outside the U.S.

You have access to doctors and hospitals with the Blue Cross Blue Shield Global Core Program. You can visit the Blue Cross Blue Shield Global Core online at bcbsglobalcore.com to find in-network providers prior to your departure.

For emergency care or accidental injuries
Go to the nearest hospital. Make sure you have your MESSA card. Emergency and urgent care is covered no matter where you are. If you’re not sure where to go to get help, contact Blue Cross Blue Shield Global Core at 800-810-2583 (or call collect at 1-804-673-1177) to be directed to the nearest medical facility.

You may need to pay for all costs at the time you get care, but MESSA will reimburse you once you arrive home. You can submit a claims reimbursement form and send it with any itemized bills to MESSA.

For non-emergency care
Call Blue Cross Blue Shield Global Core at 800-810-2583 to find a hospital or authorized health care provider. You may have to pay for all costs upfront. You can submit a claims reimbursement form and send it with any itemized bills to MESSA.

Contacting MESSA from outside the U.S.
From the U.S. Virgin Islands, Puerto Rico, Canada and Guam: 800-380-3251.

From other foreign countries: 1-517-999-4557. You will need the United States international access code of the country from which you are calling.

Don’t forget your medications
When you’re traveling, knowing you have access to medication when you need it is always a great relief. Make sure you have enough prescription medication to last until you return.

- When traveling in the U.S., try to use a participating pharmacy if needed. Most major U.S. retail pharmacies are in our network. Present your MESSA card for convenience and savings.

- When traveling abroad, if a participating pharmacy isn’t available, pay for the prescription out of pocket and submit a reimbursement request. Get an itemized receipt to submit with the claim.