How to request a GOP through the GeoBlue Mobile App

Choose Direct Pay from the main menu

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This is the next screen (note that this is where you also access copies of GOPs)

Request Direct Pay below, and have GeoBlue send a payment guarantee (GOP) to your medical provider. You won’t need to submit a claim, and you will only be responsible for applicable copayments, co-insurance or deductibles.
Is your appointment at a doctor or a hospital?

Which type of provider will receive Direct Pay?

- Doctor/Dentist
- Hospital/Facility

After you make your selection, you can define the specialty.

Previously Requested Doctors

- Adult Primary Care
- Cardiology
- Dentistry
- Mental Health
- Obstetrics & Gynecology
- Ophthalmology
- Orthopedics & Sports Medicine
- Pediatrics
- Other
Next, you can choose your physician.

Now you can choose Direct Pay with an appointment already scheduled and the reason for the visit.

Define if this is a new case or an existing case.

Have you previously contacted us about this symptom or condition?

Yes, I have previously contacted GeoBlue for assistance with this condition.

No, this is a new request.
Fill in and verify your personal information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Gretchen</td>
</tr>
<tr>
<td>Last Name</td>
<td>Inbound</td>
</tr>
<tr>
<td>Relationship</td>
<td>Self</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>01/01/1980</td>
</tr>
<tr>
<td>Local Address 1</td>
<td>42 Alle Kranzgarten</td>
</tr>
<tr>
<td>City</td>
<td>Berlin</td>
</tr>
<tr>
<td>Country</td>
<td>Germany</td>
</tr>
<tr>
<td>Phone</td>
<td>REQUIRED</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:gbfitz@geo-blue.com">gbfitz@geo-blue.com</a></td>
</tr>
</tbody>
</table>
Confirm the date and time of the appointment.

Include special requests or additional notes in the comments area below.

- APPOINTMENT DATE: 06/12/2016
- APPOINTMENT TIME: 12:29

SYMPTOMS/DIAGNOSIS REQUIRED
- [ ]

COMMENTS

SUBMIT
You will then receive confirmation of the request.

Thank you for your request.
We are delighted to fulfill your GeoBlue service request.

**Request Details**
Date: August 10, 2016
Case Number: DEU0614108
Provider: Ilka Knur, MD
Member: Gretchen Inbound
Patient: Gretchen Inbound
Request Type: Direct Pay, Appointment Already Scheduled

While some requests can be fulfilled almost instantly, others may take longer due to provider office hours and availability. You will be notified as soon as your request has been fulfilled.

To change, cancel or check the status of your request, email us a detailed request including your case number [DEU0614108] to globalhealth@geo-blue.com.

Remember, electronic requests should not be used in a medical emergency. If you experience serious or severe symptoms, you should immediately seek help in your location.

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The GOP is available on the member hub and in the App. A copy is also sent to the provider.