How to request an online GOP through the GeoBlue student site

There are 2 ways to access the direct pay request feature. The first is from the member hub.

After clicking on Start a new Direct Pay request, you can then choose the doctor.
OR you can access the direct pay feature from the destination dashboard by selecting the physician.

Once you select the provider, you will see the direct pay button.
Now select if this is a new or existing case.

Direct Pay Request

Request Type

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.

Confirm your local address and contact information.

Direct Pay Request

Patient Information

Patient Name*
Gretchen Inbound

Date of Birth*
01-Jan-1980

Relationship to Policy Holder*
Primary

Local Address 1*
1 Radnor Corporate Center, Suit 100

City*
Radnor

Zip / Postal Code
19087

Country*
England

Phone*
610-255-4470

Email*
glet@geo-blue.com
Now confirm if you already have an appointment or if you need assistance making an appointment. Remember that the instant GOP feature is only available if you already have an appointment scheduled and if you are suffering from an illness or injury. All other categories will follow the normal GOP process.

Confirm the Date and Time of the appointment.
Verify all of the information submitted is correct and then submit your request.

You will then receive confirmation of the request.
A copy of the GOP is available in the member hub and is sent to the provider. You can also access this GOP on the GeoBlue mobile App.

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**Outpatient Services Confirmed Guarantee of Payment**

**Date**: 10-Aug-2016  
**Patient Name**: Gretchen Inbound  
**Patient DOB**: 01-Jan-1980  
**Case Number**: ENG0614095  
**Policy Number**: 502253411  
**Guarantee Valid Through**: 09-Sep-2016

GeoBlue or an authorized affiliate, hereby guarantees the payment of usual, reasonable, and customary charges for medically necessary physician services, hospital services, and/or other services as detailed below. If additional medically necessary treatment not specific within the Description of Service is required, a separate Guarantee of Payment must be requested and issued. GeoBlue will only pay for treatment consistent with evidence-based principals of medical practice.

**Date of Service**: 12-Aug-2016  
**Provider/Facility Name**: Stephen Court  
**For Internal Use Only**: P22852

**Description of Service**: Illness/Injury Visit

**Outpatient Consultation Coverage**  
(Physician Fees)

After the member has paid the co-pay/deductible of £0.00 ($0.00 USD), GeoBlue will pay 100% of the balance fees for usual, reasonable and customary medical care provided in this case. The maximum for benefit on this guarantee is £2,353.91 ($3,000.00 USD). Once this limit has been met, a separate Guarantee of Payment must be requested and issued.

**Diagnostic Testing Coverage**  
(Labs, MRI, Colonoscopy, etc.)

After the member has paid the co-pay/deductible of £0.00 ($0.00 USD), Outpatient Diagnostic Testing/Lab Work is covered at 100%.

**Outpatient Prescription Coverage**

Outpatient prescription medication is covered at 100% after a £0.00 ($0.00 USD) co-pay, per medication per 30 day supply. Medications that do not require a physician’s prescription are not covered. Injectables are covered at 100% after a 0% co-pay.

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**Forward hospital or physician invoices within ninety (90) days of discharge or treatment to:**

GeoBlue  
One Radnor Corporate Center, Suite 100  
Radnor, PA 19087 USA  
Tel: +1.610.254.8771  
Fax: +1.610.254.8794  
Email: invoices@geo-blue.com

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**Provide These Items with Invoice**

- Copy of GeoBlue Guarantee of Payment
- Amount paid by the patient for this service and/or procedure
- Diagnosis or nature of accident and/or illness
- Facility bank wire instructions for payment

Payment shall be made by GeoBlue within thirty (30) days of receipt of the complete and legible invoice(s) and any other necessary information which GeoBlue may reasonably request. Payment is based on eligibility at the time of service.

Thank you,

GeoBlue Global Health & Safety