



Wire transfer is new reimbursement choice

Global Benefits Group and Tie Care International now offer the option of wire transfer for claims reimbursement to members without a U.S. bank account.

GBG picks up the cost of the wire transfer, and the member is responsible for any fees or charges by the receiving bank or any intermediary banks.

“Because of our experience in international insurance and financial services, we remain at the forefront of developing customer service benefits for our members,” said Andrew Thorburn, president and CEO of GBG and TieCare. “Wire transfer is just the latest in our ongoing services of making international life easier for expatriates around the world.”

To receive wire transfer for your claims reimbursement, simply indicate this preference on your claims form.

GBG also offers these additional claims reimbursement options:

◆ **Direct ACH (Automated Clearinghouse):** For those members with a U.S.-based bank account, GBG can deposit funds directly into a bank or checking account for instant reimbursement and no added transfer fees.

◆ **Payment by check:** GBG can issue a check payable to the member and mail it to the member’s home or office.

◆ **Claims Reimbursement Card:** The member receives a MasterCard debit card that is credited with an amount equal to the claims reimbursement. Please note that the CRC does not work in some countries in which ATMs are not linked to the proper global network. Check with your TieCare representative to see if this option is appropriate for your needs.



Award-winner Mia Pauline with TieCare Representative David Zimny (Middle East) at the ceremony.

TieCare salutes winners of the Haas/Hansen Award

TieCare International helped honor the winners of the 2009 Stanley Haas/Luke Hansen Student Award presented by the Near East South Asia Council of Overseas Schools (NESAS) in Cairo in April.

The 2009 winners are **Mia Pauline** of the American Embassy School, New Dehli; **Tara Venkatesan** of the American Embassy School; and **Wathsala De Silva** of the Overseas School of Colombia, Sri Lanka.

The award, given out annually and supported by TieCare, recognizes three students in grades 6-8 who model the character traits that NESAS values: consistency, persistence and a willingness to take risks; acceptance of other cultures/points of view; and a genuine interest in and commitment to the welfare of others.

For more information on the award, which has an annual application deadline of Dec. 1, go to www.nesacenter.org/stanley-haas-award/.

World Medical Network, GBG Assist continue to grow

GBG and TieCare health insurance members enjoy the benefits of the World Medical Network.

With WMN, members can have access to some of the finest facilities in the world and can utilize the ever-growing direct-bill network that WMN has established. WMN now has more than 540 facilities worldwide (*please see the flip side of this GlobalGram for a list of the most recent additions*).

With access to direct-bill facilities, TieCare members have fewer out-of-pocket expenses and can simplify their reimbursement process.

“We take great pride in adding facilities to our network that meet the needs of our customers,” said Amit Pandey, president of GBG’s World Medical Network. “If a client has a particular facility that it frequents, contact us and we will make every effort to add it to our network.”

Coupled with GBG Assist, the 24/7 medical emergency and case management service of GBG and TieCare, members can be assured that they always have a place to turn in the event of an unforeseen event anywhere in the world.

GBG Assist also handles pre-authorization and evacuation management. Staffed with multi-lingual members around the clock, GBG Assist is ready to take control of each medical case as it unfolds.

“We will continue to improve and refine our services to provide the best health coverage possible,” said Andrew Thorburn, president and CEO of GBG and TieCare International.



World Medical Network's newest providers

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View the full provider network:

www.worldmedicalnetwork.com

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