



Your medical travel expenses are covered

State of Alaska – Political subdivisions

Traveling for medical emergencies and procedures can be especially challenging in Alaska. That's why we provide a Special Medical Travel Reimbursement Program as part of your Aetna benefits package. Here are details about this important program.

Before using this program, please be advised that:

Airfare is not prepaid nor is it guaranteed. You will need to pay for the airfare up front. The program will pay for airfare if corrective surgery or healing treatment is received, which is not available locally. See "What's covered" section below for more information.

What's covered

The Special Medical Travel Reimbursement Program covers the following:

- Airfare costs within the contiguous United States and the state of Alaska, including:
 - > Round-trip transportation, not exceeding the cost of coach class commercial air transportation, from the place where the illness or injury occurred to the nearest place where professional treatment can be obtained. Only eligible persons are refunded.
 - > If the patient is a child under 18 years of age, the plan covers the transportation charges of a parent or legal guardian. Travel charges for a physician or a registered nurse may be covered if pre-approved.
- Transportation will be covered only if:
 - > An emergency condition exists (see "How to know if it's an emergency" below) requiring immediate transfer to a hospital with special facilities for treating that condition, or
 - > A condition exists that cannot be treated locally. In that case, transportation coverage in any one calendar year will be limited to the following: one visit and one follow-up visit for a condition requiring therapeutic treatment; one visit for prenatal or postnatal maternity care and one visit for the actual maternity delivery; one presurgical or postsurgical visit and one visit for the surgical procedure; and one visit for each allergic condition.



Program enhancements effective July 1, 2011

For inpatient surgeries where the medical care is received in Seattle and the member utilizes in-network providers (facility and professional), the following program enhancements will be allowed:

- Airfare for a companion
- Lodging allowance of \$50 per night (\$100 if traveling with a companion) beginning one night before the admission, and ending two days following discharge from the hospital

For outpatient cardiac diagnostic care or treatment where the medical care is received in Seattle and at a facility contracted with Aetna as an Institute of Quality® (IOQ), the following enhancement will be allowed:

- Lodging allowance of \$50 per night for up to two nights maximum

The program enhancements outlined above will be allowed whether or not the care could be provided locally in Alaska.

What's not covered*

Transportation and travel-related expenses are not covered for the following, except as noted in the "Program enhancements" section above:

- Visits for:
 - > Diagnostic services
 - > Lodging
 - > Routine services
 - > Consultations where no therapeutic treatment is received
 - > Services related to dental or vision
- Conditions not covered under the Aetna medical plan
- Mileage award/frequent flier coupons – only actual dollars spent to acquire travel are covered and will be refunded at your plan's coinsurance and deductible rate of the allowed amount
- Transportation charges are not covered for visits for diagnostic purposes.
- Travel does not include the cost of food or local ground transportation, such as airport shuttles, cabs or car rental. Travel coverage applies only to the conditions covered under the Aetna medical plan.

*For more details on exclusions, please contact Member Services at the number on your Aetna ID card.



How to submit for reimbursement

To apply for reimbursement, you will need to submit the following information:

- If flying, a copy of your boarding pass or airline ticket, and detailed hotel receipts for Seattle lodging (when criteria is met as outlined above in “Program enhancements”). We cannot accept reservation printouts. (*Destination, origination, date of travel, passenger's name and price paid for the ticket must be present on the documentation*).
- A completed Medical Reimbursement Request Claim Form. You can download the form from Aetna Navigator®, your secure member website at www.aetna.com.

Fax the claim form and other information to **1-859-455-8650** or mail to:

Aetna Claims
PO Box 14079
Lexington, KY 40512-4079

Processing/reimbursement will take between 17-24 days upon receipt of the complete claim.

How to know if it's an emergency

A true medical emergency is defined as a recent and severe medical condition, including (but not limited to) severe pain that would lead a prudent layperson possessing an average knowledge of medicine and health to believe that his or her condition, illness or injury is of such a nature that failure to get immediate medical care could result in:

- Placing your health in serious jeopardy
- Serious impairment to bodily function
- Serious dysfunction of a body part or organ
- In the case of a pregnant woman, serious jeopardy of the health of the fetus

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