

# Alaska medical travel benefit

## Aetna Small Group

Our program recognizes your access to care needs in Alaska. This guide will show you how to use our Special Medical Travel Reimbursement Benefit service.

### How to request a precertification before you fly

Preauthorization is required except when emergency medical evacuation is required by air ambulance.

#### STEP 1

Have the following information ready before calling Aetna for travel reimbursement:

- Your Name
- Phone number where Aetna may reach you for follow-up
- Your Aetna ID number
- Appointment date for the consultation or treatment
- Name and location of the doctor for the consult and biopsy, procedure or surgery
- Name of your local doctor

#### STEP 2

Call and leave a message on Aetna's Alaska Medical Travel precertification line at **1-559-241-1035**. The automated line will record the information listed above including your name and Aetna ID number. Clearly speak into the phone so we can accurately process your request and avoid delays.

#### STEP 3

A letter will be sent to you within 7 calendar days.

### How to apply for airfare reimbursement once you have traveled

Air travel within Alaska will be considered for reimbursement only when that's the sole mode of transportation available.

#### STEP 1

You will need the following information:

1. Boarding pass or passenger receipts clearly showing the destination, origination and price paid for the ticket
2. A completed Medical Claim form found in the "Get a form" section of **Aetna.com**

#### STEP 2

Fax the information to **1-860-754-0363**

Or mail to:

Aetna

Attn: Alaska Travel Benefit Unit

1385 E. Shaw Ave.

Fresno, CA 93710

#### STEP 3

Your claim will be processed for reimbursement between 17 – 24 days upon receipt of your complete claim.



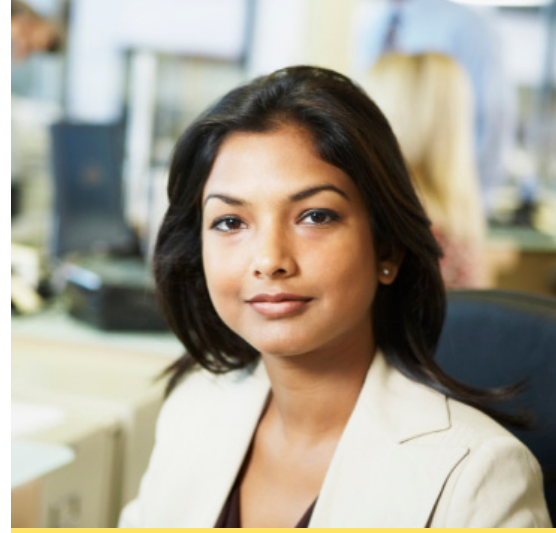
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## Special Medical Travel Reimbursement Benefit coverage details

Our Special Medical Travel Reimbursement Benefit covers the following for Alaskan groups with 2 – 50 employees:

- Preauthorization is required except when an emergency medical evacuation is required by an air ambulance
- Transportation will be covered only if:
  1. Cost of travel plus services received is less costly than local surgery; or
  2. A condition exists that cannot be treated locally
- Benefit covers two round-trip coach air transports per calendar year by commercial airline within the contiguous United States (excluding Hawaii) when pre-authorized
- Transportation must not exceed the cost of coach class from the place where the illness/ injury occurred to the nearest place where professional treatment was obtained
- Air travel within Alaska will be considered for reimbursement only if this is the only mode of transportation available
- Transportation charges for diagnostic visits are covered only when all other local options are exhausted and no diagnosis reached
- A letter of medical necessity is required from your referring physician
- For minors under the age of 18, the plan covers transportation charges of a parent or legal guardian
- Travel charges for a physician or registered nurse may be provided and requires prior certification
- Travel benefit includes \$50 per night for lodging expenses
- The plan will only reimburse for dollars the member spent to acquire travel
- Travel does not include the cost of food or local ground transportation such as airport shuttles, cabs or car rental
- The plan does not reimburse mileage reward/frequent flier coupons
- Travel benefits apply only to the conditions covered under the Aetna Medical Plan
- Contact Aetna Customer Service at the number printed on your Member ID card for more detailed information including a full list of limitations and exclusions for this benefit



### Please read and understand this section before you use the Medical Travel service:

- You must contact Aetna's Alaska Medical Travel precertification line at **1-559-241-1035** before any travel takes place unless emergency air ambulance/medi-vac is needed
- Airfare is not prepaid or guaranteed — you will need to pay for airfare up front
- The plan will pay for travel if the corrective surgery or therapeutic treatment is required is not available locally
- A prior request for the travel reimbursement is handled separately from hospital and other precertification(s)
- The medical precertification number is located on the back of your ID card

**Health benefits and health insurance are offered, underwritten or administered by Aetna Life Insurance Company (Aetna).**

This material is for information only and is not an offer or invitation to contract. An application must be completed to obtain coverage. Health benefits and health insurance plans contain exclusions and limitations. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. In case of emergency, call 911 or your local emergency hotline or go directly to an emergency care facility. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans refer to [www.aetna.com](http://www.aetna.com).

