



6/1/22

Dear Aetna Member,

Your employer has chosen to offer a travel and lodging reimbursement to ensure you have access to covered abortion, infertility, and gender affirming services if there is no provider within 100 miles of your home.* Except for abortion services, you must be receiving care from an in-network provider, or a precertification-approved out-of-network provider, to be eligible for this travel and lodging reimbursement.

The lodging reimbursement is \$50 per night per patient. If the patient is traveling with a companion, such as a spouse or partner, reimbursement will be up to \$100 per night. Total reimbursement is limited to \$4,000 per trip.

Before you travel, contact your Aetna customer service representative using the phone number on the back of your Aetna member ID card to verify provider availability (not required for abortion services).

To get reimbursed for travel and/or lodging costs, you must submit the attached claim form with your receipts. On the back of this letter, you can find some frequently asked questions.

We're here to help

If you have additional questions, you can contact your Aetna customer service representative using the phone number on the back of your Aetna member ID card.

*Services must be legally permissible in the state the member is traveling to receive covered services.

Frequently asked questions

1. How do I know if I'm eligible for travel and lodging reimbursement?

For all services except abortion, you must call the number on the back of your Aetna ID card to verify there is no provider within 100 miles of your place of residence. You will need to document the date of the call and the name of the representative on the claim form. If searching for abortion services on the provider lookup tool of the Aetna member website, use the phrase, "voluntary interruption of pregnancy". We recommend you communicate with the selected provider prior to your travel to ensure your clinical needs can be met there. For transgender or infertility services that require prior authorization, travel and lodging will be managed by the clinical team as part of the authorization of care.

2. When can I take advantage of these travel and lodging solutions?

You can utilize these travel and lodging solutions immediately. Claim forms must be submitted within six months of the date of service.

3. What limitations or exclusions should I be aware of?

- Members must be traveling to a location in the continental US where the services are legally permissible.
- With the exception of abortion, members must be receiving services from an in-network provider, or precertification approved out of network provider.
- With the exception of abortion, members must call the number on the back of their ID card to verify there is no in-network provider within 100 miles of their place of residence.
- Lodging reimbursement is limited to \$50 per night, per patient, or up to \$100 total including the patient's travel companion (such as a spouse or partner).
- Reimbursement is limited to \$4,000 per trip.

4. What qualifies as a reimbursable travel expense?

Eligible modes of transportation include bus, coach class airfare, ferry, shuttle, taxi, Uber/Lyft, and train. If members drive, the plan will reimburse for mileage based on the current IRS rate for medical travel. The plan also reimburses parking and tolls when receipts are provided. Car rental, gas, meals and/or groceries, personal care items, and souvenirs are not reimbursable.

5. If I have additional questions, who can I contact?

Contact your Aetna customer service representative using the phone number on the back of your Aetna member ID card to learn more.

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