



Notice of potential eligibility for travel reimbursement

Instructions:

You have been granted a network exception to receive mental health or substance use disorder services from a non-participating provider at the in-network benefit level. Along with that approval, you may be eligible for reasonable reimbursement of food, travel and lodging expenses for the purpose of receiving services. Travel-related reimbursement is only available for travel, to-and-from, the approved non-participating provider.

Reimbursement

Food and lodging expenses are reimbursed at the rates established by the U.S. General Services Administration. These rates are based on the location where the costs were incurred. Mileage reimbursement is calculated using the federal Internal Revenue Service standard mileage rate for self-employed people. Train and airfare are reimbursed at the coach class fare rate.

To be eligible for reimbursement, submit the attached form within **60 days** of your last travel-related service.

Denial of reimbursement

If you receive care outside of Illinois or more than 100 miles from your primary home address, a request for reimbursement of travel-related expenses may be denied. An exception is if you have demonstrated that a "good faith effort" was made to obtain the health care service from a provider in the state or within 100 miles from your residence.

A "good faith effort" means you have:

- Reviewed your Plan's provider directory
- Called Member Services
- Called the specific provider

The following items **may not be reimbursed** by us:

- Car rental
- Telephone calls
- Personal care items (e.g. shampoo, deodorant, etc.)
- Entertainment (movies, visits to museums, additional mileage for sightseeing, etc.)
- Alcohol/tobacco
- Souvenirs (tee shirts, sweatshirts, toys, etc.)
- Expenses for people other than the member and their designated support person

If your request is denied, you have the right to appeal. Instructions for submitting an appeal will be included in your claim denial.

Instructions:

Please complete and return the following form with your receipts for transportation, food and lodging reimbursement. Original receipts must accompany any request for reimbursement. All receipts will be reviewed, and you will receive a notice approving or denying the reimbursement. This form is available at

Aetna.com/individuals-families/member-rights-resources/rights/state-specific-information.html. You can request a copy of this form by calling the Member Services number on your member ID card or **1-800-US-AETNA (TTY: 711)** (1-800-872-3862).

A. Member information

1. Member name	2. ID number
3. Street address	

City, state and ZIP code	

B. Companion information

1. Companion name
2. Dates accompanied by companion

C. Receipts information – List below receipts submitted for reimbursement.

Date of travel	Transportation expenses	Lodging expenses	Meal expenses
1.			
2.			
3.			
4.			

D. Mileage log

Date of travel	From	To	Number of miles
1.			
2.			
3.			
4.			

Please mail completed form(s) to: **ATTN: Transportation and lodging
Reimbursement
Aetna
PO Box 14079
Lexington, KY 40512-4079**

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TTY: 711

English	To access language services at no cost to you, call the number on your ID card.
Amharic	እርስዎ ወጪ ሳያውጡ የቋንቋ አገልግሎቶችን ለመድረስ በመታወቂያ ካርድዎ (ID) ላይ ወዳለው ቁጥር ይደውሉ።
Arabic	للحصول على خدمات اللغة مجاناً، اتصل بالرقم الموجود على بطاقة العضوية الخاصة بك.
Armenian	Ձեր նախընտրած լեզվով ավելճար խորհրդատվություն ստանալու համար զանգահարեք ձեր բժշկական ապահովագրության քարտի վրա նշված հեռախոսահամարով հեռախոսահամարով
Carolinian (Kapasal Falawasch)	Ngir mëna am sarwis lakk yi te doo fay, woo nimeru bi am ci sa kàrt.
Chamorro	Para un hago' i setbision lengguåhi ni dibåtde para hågu, ågang i numiru gi iyo-mu kard aidentifikasion.
Chinese Traditional	如欲使用免費語言服務，請致電您 ID 卡上的電話號碼。
Cushitic-Oromo	Tajaajila afaanii bilisaan argachuuf, lakkoofsa Waraqaa Eenyummeessaa (ID) keessan irra jiru irratti bilbilaa.
French	Pour accéder gratuitement aux services linguistiques, appelez le numéro figurant sur votre carte d'identité.
French Creole (Haitian)	Pou w jwenn aksè ak sèvis lang gratis pou ou, rele nimewo ki sou kat idantite w la.
German	Um kostenlos auf Sprachdienste zuzugreifen, rufen Sie die Nummer auf Ihrem Ausweis an.
Greek	Για πρόσβαση στις υπηρεσίες γλώσσας χωρίς χρέωση, καλέστε τον αριθμό στην κάρτα ασφάλισής σας.
Gujarati	તમારે કોઈ પણ તના અર્થ ના ભાષા સેવાઓ મેળવવા માટે, તમારા આઇ કાડપર રહેલ નંબર પર કોલ કરવો.
Hindi	बना किसी कमत के भाषा सेवाआ का उपयोग करने के लए, अपने आइड कार्ड पर दए नंबर पर कॉल कर।
Hmong	Kom tau txais cov kev pab cuam txhais lus yam tsis sau nqi ntawm koj, thov hu rau tus xov tooj nyob ntawm koj daim npav ID.
Italian	Per accedere gratuitamente ai servizi linguistici, chiama il numero riportato sul tuo tesserino identificativo.
Japanese	無料の言語サービスをご利用いただくには、ご自身の ID カードに記載されている番号にお電話ください。
Karen	လၢကမၤန့ၢ် ကျီတၢ်မၤတၢ်တၢ်မၤ လၢတလိၣ်လၢကၢၣ်လၢကၢၣ် လၢနဂီၢ်အဂီၢ်, ကိးနီၣ်ဂံၢ် လၢအအိၣ် ဖဲန ID အစီခိၣ်န့ၣ်တက့ၢ်.
Korean	무료로 언어 서비스를 이용하려면 ID 카드에 적힌 전화번호로 전화하세요.
Laotian	ເພື່ອເຂົ້າເຖິງການບໍລິການພາສາໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍໃດໆແກ່ທ່ານ, ໃຫ້ໂທຫາເບີທີຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.
Mon-Khmer, Cambodian	ដើម្បីទទួលបានសេវាផ្នែកភាសាដោយមិនគិតថ្លៃពីអ្នកសូមទូរសព្ទទៅលេខដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក។
Navajo	T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááqá ílínígóó naaltsoos bee atah nílígígo nanitinígíí bee néé'ho'dółzinígíí béésh bee hane'í biká'ígíí áají' hólne'.
Pennsylvanian-Dutch	Um Schprooch Services zu griegie mitaus Koscht, ruff die Nummer uff dei ID Kaart.
Persian-Farsi	برای دسترسی به خدمات زبانی رایگان، با شماره مندرج روی کارت ID خود تماس بگیرید.
Polish	Aby uzyskać bezpłatny dostęp do usług językowych, zadzwoń pod numer podany na karcie ID.
Portuguese	Ligue para o número que está no seu cartão de identificação para receber assistência linguística gratuita.
Punjabi	ਤੁਹਾਡੇ ਲਈ ਬਿਨਾਂ ਕਿਸੇ ਵੀਮਤ ਵਾਲੀਆਂ ਪੰਜਾਬੀ ਸੇਵਾਵਾਂ ਦੀ ਵਰਤੋਂ ਕਰਨ ਲਈ, ਅਪਣੇ ਆਈਡੀ ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ।
Russian	Чтобы получить бесплатные языковые услуги, позвоните по номеру телефона, указанному на вашей идентификационной карте.
Samoan	Mō le mauaina o 'au'aunaga tau gagana e aunoa ma se totogi, vala'au le numera i luga o lau pepa ID.
S	