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Intelligent solutions

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## Get back your cost for air travel and lodging **Alaska Medical Travel Reimbursement Program**

[www.aetna.com](http://www.aetna.com)

**Alaska's special program reimburses your medical travel costs** when your condition cannot be treated locally, or if the cost of travel plus services received is less than the cost of local surgery.

Coverage includes the cost of two round-trip, coach-class air transports per calendar year by a commercial airline to the nearest provider within Alaska or the contiguous United States (excluding Hawaii) that can provide the care you need. You can also get reimbursed up to \$50 per night for lodging expenses.



**You must contact us as soon as reasonably possible before you need to make the trip except when emergency evacuation by air ambulance is required.**

## How to contact us before you fly



### Step 1

Have the following information ready before calling us for travel precertification:

- Your **name**
- **Phone number** where we can reach you for follow up
- Your **Aetna ID number**
- **Appointment date** for the consultation or treatment
- **Name and location of the doctor** for the consultation or treatment
- **Name of your local doctor**



### Step 2

Call and leave a message on our Alaska Medical Travel line at **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

We will send you a letter within seven calendar days approving or denying your travel request. If your request is urgent the decision may be made sooner.

## How to apply for reimbursement once you have traveled



### Step 1

You will need the following information:

- **Boarding pass or passenger flight receipts** clearly showing the destination, origination and price paid for the ticket. Receipts for lodging at the destination.
- **A completed Medical Claim Form** found in the "Get a form" section of [www.aetna.com](http://www.aetna.com).



### Step 2

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

Or mail to:

Aetna  
Attn: Alaska Travel Benefit Unit  
1385 E Shaw Avenue  
Fresno, CA 93710



### Step 3

We will process your claim for reimbursement 17 to 24 days after we receive your complete claim.

## Member Services is here to help

Read your plan documents or call Member Services at the number on your Aetna ID card for details, including a full list of limitations and exclusions for this benefit.

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