



Transplant Travel Reimbursement Request

Note: MHBP participates in the Aetna Institutes of Excellence (IOE) Transplant Network program. For participants in the IOE network, the Plan may reimburse reasonable travel, lodging and meal expenses (if the recipient lives more than 50 miles from the facility) up to \$10,000 per transplant for the recipient and one companion (two companions if the recipient is a minor) and donor, if applicable.

Please contact your MHBP transplant case manager at **800-410-7778** for further details and information regarding this benefit.

Date Travel Reimbursement Submitted	
Member Name	ID Number
Patient Name	Patient Date of Birth
Parent(s) (Required when patient is a minor child)	
Dates of Travel From	To
Purpose/Explanation of Travel	

Itemized Travel Receipts

Please tape all legible receipts securely to a separate sheet of paper and include when submitting this form. Keep a copy of all your travel receipts.

Lodging			
Dates (from - to)	Name(s) of Travelers	Hotel Name	Amount
Food			
Dates (from - to)	Name(s) of Travelers	Vendor (name of restaurant)	Amount
Transportation			
Dates (from - to)	Type of Transport	If travel by Automobile, Please list Mileage	Amount
Miscellaneous Expenses			
Dates (from - to)	Type of Expense		Amount

Send Claims To: Aetna
 c/o Mary Kusters
 750 Prides Crossing
 Suite 200
 Newark, DE 19713

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aid/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call 800-410-7778.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator

P.O. Box 14462, Lexington, KY 40512

800-648-7817, TTY: 711

Fax: 859-425-3379

CRCoordinator@aetna.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 800-368-1019, 800-537-7697 (TDD).

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Coventry Health Care plans and their affiliates (Aetna).

(TTY: 711)

To access language services at no cost to you, call 800-410-7778.

Para acceder a los servicios de idiomas sin costo, llame al 800-410-7778. (Spanish)

如欲使用免費語言服務，請致電 800-410-7778。 (Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 800-410-7778. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 800-410-7778. (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 800-410-7778 an. (German)

T'áá ni nizaad k'ehjí bee níká a'doowol doo bááh ílnígóó koji' hólne' 800-410-7778. (Navajo)

للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 800-410-7778. (Arabic)

Pou jwenn sèvis lang gratis, rele 800-410-7778. (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 800-410-7778. (Italian)

言語サービスを無料でご利用いただくには、800-410-7778 までお電話ください。 (Japanese)

무료 언어 서비스를 이용하려면 800-410-7778 번으로 전화해 주십시오. (Korean)

برای دسترسی به خدمات زبان به طور رایگان، با شماره 800-410-7778 تماس بگیرید. (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonić 800-410-7778. (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 800-410-7778. (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 800-410-7778. (Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 800-410-7778. (Vietnamese)