

Medical travel support

We are pleased to offer a Medical Travel Support program to our Blue Cross and Blue Shield Service Benefit Plan members living in Alaska.

This program gives you access to quality care for certain medical procedures at Preferred facilities in Washington State. These designated medical facilities provide quality care at affordable prices.

Our Medical Travel Support program

- May allow you to travel to Washington for select procedures and reimburses some of your travel expenses
- Provides you with a broader choice of Preferred specialists and facilities
- Is optional – the decision is made by you and your doctor
- May allow more flexibility with where you receive care and may even lower your out-of-pocket costs

How it works

- Blue Cross and Blue Shield Service Benefit Plan must be your primary payor for health insurance
- Talk to your doctor to see if it is safe to travel
- If the procedure and facility are listed in this document, call FEP Customer Service, who will:
 - Verify program eligibility
 - Connect you to an FEP Case Manager
- The FEP Case Manager will help you coordinate your care and assist with prior authorization and/or advanced benefit determination, when required
- Prior to booking travel, preapproval for travel is required from the FEP Case Manager
- The designated facility and surgeon will submit your medical claims on your behalf
- You have between 10 to 20 days, depending on your procedure, to complete your travel, have the procedure, attend your pre- and post-surgical visits, and return home
- You pay up front for covered travel and lodging costs and submit your receipts and a Health Benefits Claim Form for reimbursement
- Form is available at www.fepblue.org/benefit-plans/benefit-plans-brochures-and-forms#forms
- Follow-up care is provided by your primary care provider

If you have questions about Medical Travel Support, call FEP Customer Service at 800-562-1011.

Service categories	Program details
Approved medical and facility expenses	Subject to applicable member cost shares for your health plan.
Travel costs	Program details
Airfare – Member	Round trip coach fare paid in full from Alaska to Seattle. Restrictions apply.
Airfare – Adult companion	Round trip coach fare for 1 travel companion paid in full from Alaska to Seattle. Restrictions apply.
Lodging	Up to \$50 per day per person
Car rental	Up to \$35 per day
Meals	Not covered
Parking/Ground Transportation	Covered in Full. Restrictions apply.

Notes:

1. See your Blue Cross and Blue Shield Service Benefit Plan brochure available at fepblue.org/brochure for surgical/facility benefit details and cost shares or contact FEP Customer Service at 800-562-1011.
2. Basic Option and FEP Blue Focus members must use Preferred providers to receive benefits except in certain situations. Please refer to your Service Benefit Plan brochure for more information.
3. All travel costs are subject to IRS guidelines in place at time of service.
4. Reimbursement does not apply to upgrades or airline miles.

Procedures Eligible for Medical Travel Support

- ACL repair by arthroscopy
- Bariatric surgery*
- Breast lumpectomy
- Cardiac angioplasty – with or without stent placement
- Coronary bypass (CBG)
- Hip replacement
- Hysterectomy
- Knee arthroscopy with cartilage repair
- Knee replacement
- Laminectomy
- Laparoscopic gall bladder removal
- Left heart catheterization
- Lithotripsy – fragmenting of kidney stones
- Partial or total removal of thyroid gland
- Removal of prostate gland and surrounding tissue
- Shoulder arthroscopy
- Spinal fusion

Designated Preferred facilities in Washington

The following facilities and outpatient surgical centers have been designated for Medical Travel Support when you follow the steps in the checklist on the last page.

Procedures may be performed at the following facilities:

- EvergreenHealth Medical Center (Kirkland, WA)
- Overlake Medical Center (Bellevue, WA)
- Providence Regional Medical Center (Everett, WA)
- Seattle Children’s Hospital (Seattle, WA)
- Swedish Medical Center (Seattle, WA)
- Valley Medical Center (Renton, WA)
- Virginia Mason Medical Center (Seattle, WA)

Procedures may be done at the following outpatient surgical centers:

- First Hill Surgery Center ASC (Seattle, WA)
- Minor & James Medical ASC (Seattle, WA)
- Overlake Surgery Center (Bellevue, WA)
- Polyclinic ASC (Seattle, WA)
- Washington Institute Surgery Center ASC (Seattle, WA)
- Washington Urology Associates Surgery Center (Bellevue, WA)

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* Some restrictions may apply.

Member Checklist

for the Medical Travel Support program

- Talk to your doctor to learn if travel is safe for you
- Call FEP Customer Service to verify eligibility: 800-562-1011 (patient, procedure, and provider eligibility)
- Customer service will transfer you to an FEP Case Manager who will help you coordinate your care:

Case manager's name: _____ Telephone number: _____
 Email address: _____ FAX number: _____

- Did your case manager approve your travel? If no, stop; checklist is complete. If yes, please continue.

The following information is needed for your records and for reimbursement:

- Information about the surgeon in Washington:

Surgeon's name: _____ Phone number: _____
 Name of practice: _____
 Address: _____
 Pre-surgery date: _____ Time: _____ Follow-up date: _____ Time: _____

- Information about the facility in Washington:

Facility name: _____ Phone number: _____
 Address: _____
 Surgery date: _____ Arrival time: _____ Surgery time: _____

- Date of transfer of the medical records: _____

- Receipts:** Place a check in the box for each receipt you have. (See additional information below, re: airfare):

Traveler	Airfare	Lodging	Car rental	Taxi/Ride share	Parking	Ferry
Member						
Companion						

- Mileage:** Indicate the number of miles driven: _____

- Detailed travel information** for the member and companion, including a copy of the itinerary from the airline, transportation carrier, travel agency, or online travel website. The itinerary must identify the name of the passenger(s), the dates of travel, the total cost of travel, and the origination and final destination points.

- A Health Benefits Claim Form** (Note: a claim form is only necessary for the travel portion of the program. The providers of your medical services will submit those claims for you.) Make a copy of all the receipts and completed form for your records.

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