aetna®

Claim Form for Medical Treatment Reimbursements

Aetna International

Please complete clearly in BLOCK CAPITALS.

One form must be completed for each patient, for each medical condition treated.

The sections marked by an asterisk (*) must be completed in full by the patient, or the main member on behalf of the patient if the patient is a dependant under the age of 18. Assessment of the claim may be delayed if all the necessary sections of this form are not completed.

Further information about how to complete this form can be found on the last two pages.

* Section 1 Main member/claimant details

Title ☐ Mr ☐ Mrs ☐ Miss ☐ Ms

Family name (surname): _____

First name: _____

Middle name: _____

Date of birth (mm/dd/yyyy) _____

Sex ☐ Male ☐ Female

ID number (as shown on your Aetna card, it could be 6 or 8 digits): _____

Policy number (as shown on your Aetna card): _____

Group name: _____

Correspondence address: _____

Town: _____

Country: _____

Postcode: _____

E-mail: _____

Daytime phone _____

Evening phone: _____

* Section 2 Patient details (if different from section 1)

Title ☐ Mr ☐ Mstr ☐ Mrs ☐ Miss ☐ Ms

Family name (surname): _____

First name: _____

Middle name: _____

Date of birth (dd/mm/yyyy): _____

Sex ☐ Male ☐ Female

ID number (as shown on your Aetna card, it could be 6 or 8 digits): _____

* Section 3 Claim details

Detail the symptoms/medical condition that the patient received treatment for:

Is this claim for a wellness checkup? ☐ Yes ☐ No If 'Yes', Section 6 does not need to be completed

Is this claim for optical care? ☐ Yes ☐ No If 'Yes', Section 6 does not need to be completed. Refer to the instructions on the last two pages of this form for the documents you need to submit.

If this claim is not for a wellness checkup, or optical care, is it:

a new claim? ☐ Yes ☐ No If 'No', provide the previous claim number: _____

a claim for a repeat prescription? ☐ Yes ☐ No If 'Yes', Section 6 does not need to be completed.

Is this a claim for hospital cash benefit? ☐ Yes ☐ No

If 'Yes', Section 6 must be completed by the medical practitioner or specialist. Once completed, please send us the original admission and discharge form from the hospital where the treatment was provided together with this Claim form.

If 'No', provide the breakdown of the invoices being submitted with this claim:

Country of treatment	Date of treatment	Invoice date	Invoice reference	Invoice amount (including currency)

Use a separate sheet if you need more space.

Total number of invoices:

Does the patient have another insurance plan or policy that covers medical costs? ☐ Yes ☐ No

If 'Yes', provide the other insurer's details including the name of the insurer, the insurer's address and the patient's plan or policy number with that insurer: _____

Is the claim as a result of an accident? ☐ Yes ☐ No

If 'Yes', provide the circumstances of the accident including how it happened, the location, the time and the date, using a separate sheet if you need more space: _____

If the patient has suffered an injury as the result of an accident, are they claiming from a third party? ☐ Yes ☐ No

If 'Yes', provide the other insurer's details including the name and the plan number below:

*** Section 4 Declaration – the Declaration must be signed by the patient or the main member if the patient is a dependant under the age of 18**

I declare that, to the best of my knowledge, all the information provided on this Claim form is truthful and correct. I understand that Aetna will rely on the information provided as such. I agree and accept that this declaration gives Aetna, and its appointed representatives, the right to request past, present, and future medical information in relation to this claim, or any other claim related to the member/covered individual, from any third party, including providers and medical practitioners. I declare and agree that personal information may be collected, held, disclosed, or transferred (worldwide) to any organization within the Aetna group, its suppliers, providers and any affiliates.

Patient's/main member's signature:	Date (mm/dd/yyyy):

*** Section 5 Payment details**

Do you need us to pay the provider directly? ☐ Yes ☐ No

If 'Yes', we can only make payment to the provider if their bank details are included on the invoice.

Have you personally had to pay costs for the treatment that you are claiming for? ☐ Yes ☐ No

If 'Yes', and you are personally seeking reimbursement, you must tell us how you wish to be reimbursed by ticking either 1, 'Bank transfer' or 2, 'Foreign draft' / 'Cheque', and completing the required information.

If another person or entity has paid on your behalf please give their name:

Please tick one of the following as applicable

☐ Use Recurring Reimbursement Election (RRE) information currently on file

☐ Use the bank information provided in this section as your permanent RRE

☐ Use the bank information provided below only for expenses related to this claim

Failure to complete all information for the chosen reimbursement method may result in you, the named person or entity:

- experiencing delays in receiving the claim settlement; and
- incurring additional bank charges.

☐ **1.** Bank transfer – this is the quickest and safest method of payment

Name of account holder: _____

If the claimant's name (as given in Section 1) is different to the account holder name, please provide the following details

Address of account holder: _____

E-mail address of account holder: _____

Telephone number of account holder: _____

Relationship to the claimant: _____

Bank account details

Bank name: _____

Bank address (including town/city and country): _____

_____

BIC/SWIFT code: _____

Payment currency: _____

Currency of bank account: _____

Account number: _____

To help us direct your payments efficiently, supply the following as relevant

IBAN number (mandatory for all payments to bank accounts in countries that have adopted IBAN):

Sort code (mandatory for UK located banks): _____

Routing code/Branch code (as available): _____

ABA number (mandatory for transfers to US located banks: _____

☐ **2.** Foreign draft / cheque

Name to appear on the draft / cheque: _____

Currency of the draft / cheque: _____

Section 6 Medical – must be completed by the medical practitioner/specialist/therapist

1. Contact and registration details

Name of medical practitioner/specialist/therapist: _____

Qualifications: _____

Tax Identification Number (required for providers practising in the US): _____

Phone: _____ Fax: _____

Address: _____ Town: _____

Country: _____ Postcode: _____

E-mail: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Date the patient first registered with you/the clinic/the hospital (mm/dd/yyyy): _____

2. Symptoms

a) Provide full details of the symptoms presented: _____

_____

b) Has the patient suffered from the same or similar symptoms before? ☐ Yes ☐ No

If 'Yes', are the symptoms related to a previously diagnosed medical condition? ☐ Yes ☐ No

If 'Yes', specify the medical condition: _____

c) On what date did the patient first notice these symptoms (mm/dd/yyyy)? _____

d) On what date did the patient first present these symptoms to you (mm/dd/yyyy)? _____

e) Has the patient had any treatment for these symptoms or diagnosed medical condition before? ☐ Yes ☐ No

If 'Yes', specify the type of treatment: _____

and the date (mm/dd/yyyy): _____

3. Diagnosis

Diagnosis of medical condition, if known: _____ ICD code: _____

Is there any underlying cause? ☐ Yes ☐ No

If 'Yes', provide details: _____

Is the medical condition as a result of an accident? ☐ Yes ☐ No

If 'Yes', was the patient under the influence of alcohol or any other intoxicating substance at the time of the accident? ☐ Yes ☐ No

Treatment proposed: _____

Investigations requested, if any: _____

_____

In your opinion, is this condition: ☐ Acute ☐ Chronic ☐ Acute episode of a chronic condition

4. Type of alternative treatment recommended, if relevant

☐ Physiotherapy ☐ Osteopathic ☐ Chiropractic ☐ Homeopathic ☐ Acupuncture

☐ Traditional Chinese medicine ☐ Podiatry Number of sessions needed? _____

5. Referrals

a) Was the patient referred to you? ☐ Yes ☐ No

If 'Yes', please complete the following

Name of referring practitioner: _____ Date of referral (mm/dd/yyyy): _____

Qualifications: _____ Phone: _____

b) Have you referred the patient? ☐ Yes ☐ No

If 'Yes', provide the following details:

Name of specialist you referred the patient to: _____

Date of referral (mm/dd/yyyy): _____ Phone: _____

Please provide a copy of the referral letters.

6. Hospital admission

Has the patient been admitted to hospital for this condition? ☐ Yes ☐ No

If 'Yes', provide the following details:

Admission date (mm/dd/yyyy): _____ Discharge date (mm/dd/yyyy): _____

7. Declaration

I declare that to the best of my knowledge and belief the information I have given in the Medical section of this Claim form is full, true and complete.

Medical practitioner's/specialist's/therapist's signature: _____ Date (mm/dd/yyyy): _____

Practice stamp _____

How to complete this form

One form must be completed for each patient, for each medical condition treated.

Assessment of the claim may be delayed if the patient/main member and the patient's medical practitioner, specialist or therapist do not complete all the necessary sections of this form.

Sections 1 to 5 must be completed by the patient, or the main member on behalf of the patient if the patient is a dependant under the age of 18.

Section 6 must be completed by the patient's medical practitioner, specialist or therapist unless the claim is for:

- a repeat prescription for medication to treat a chronic medical condition and we have previously approved and paid claims for the same medication to treat the same chronic medical condition;
- optical care; in this instance you need to send us the optometric prescription and the itemised invoice for the prescription spectacle lenses, prescription spectacle frames and prescription contact lenses; or
- a wellness checkup.

For any other type of claim, we understand that it may not always be possible to have Section 6 completed by the medical practitioner, specialist or therapist. In such circumstances, we will process the claim if the invoices and receipts for the treatment costs incurred contain all of the following:

- diagnosis of the medical condition treated;
- treatment date;
- type of treatment; and
- the medical provider's official stamp.

We may need to contact the patient's medical practitioner, specialist or therapist for more medical information in order for us to process the claim under the terms and conditions of the policy. We will tell you if we need to do this.

A quick guide on how to submit your claim. For detailed information, please refer to the "Your guide to making a claim" section in your Member Handbook.

Send us the claim within 180 days of the first treatment date. You must send the following items to make sure that we can process your claim:

- the fully completed Claim form;
- the original itemised invoice;
- the original receipt. We do not accept credit card statements as proof of payment;
- a copy of the prescription if you are claiming for medication;
- a copy of the investigative tests results where relevant (e.g. blood tests, x-rays, ultrasound, MRI / CT scan/ PET scan, audiometry, etc.);
- a copy of the physiotherapy or alternative treatment (chiropractic, osteopathic, homeopathic, etc.) referral by the medical practitioner or specialist if you are claiming for physiotherapy or alternative treatment costs; and
- copy of the admission and discharge reports where relevant for inpatient or daycare admissions.

Important information

Please remember these important points when completing your Claim form.

Section 3 – Claim details

If the patient has another insurance plan or policy that covers him/her for medical costs, we will need to know the details as it may affect the amount we pay in respect of their claim.

Section 4 –Declaration

If the declaration has not been read and signed, we will not be able to process the claim.

(continued)

How to complete this form *(continued)*

Section 5 – Payment details

- If you are not personally seeking reimbursement we will pay the treatment provider directly, as long as the payment instructions are shown clearly on the invoice.
- If you are personally seeking reimbursement, we will only issue payment to:
  - the patient if they are 18 or over;
  - the plan holder if the patient is under 18 and is a dependant under the plan; or
  - the parent or legal guardian named as the primary member, if the patient is under 18.
- Ensure that you are able to receive payment in the method and currency you have requested.
- We reserve the right to pass on any payment charges incurred by us for cancelling the original payment due to inaccurate information submitted to us.
- We will not be responsible for any payment shortfall due to exchange rate fluctuations and/or recipient bank service charges. Please contact your bank for further details.
- If you do not give us the sort code/routing code, BIC/ SWIFT code and/or IBAN number, you may incur additional bank charges and it will result in a delay in us paying your claim. You can find the payment information on your bank statement.
- Payment by foreign draft / cheque in certain currencies can result in long delays. These delays are beyond our control. We will not pay any bank charges incurred in encashing a foreign draft / cheque. We strongly recommend that, wherever possible, you choose to be reimbursed by bank transfer as this is the quickest and safest method of payment.
- We can make payment in most readily traded currencies and to most countries. In the event that we are unable to make payment in the currency or to the country you have specified, we will contact you to confirm an alternative currency. If you do not specify a payment currency, we will pay your claim in the base currency of your plan. For the current list of applicable currencies and countries please refer to our website.
- We cannot issue non-QAR foreign drafts/cheques to members/providers with bank accounts based in Qatar as the banks will not allow those to be encashed.
- Your bank may ask you to complete additional paperwork before they can release our payment to you. This may delay your receipt of the payment and is outside our control.
- Whenever coverage provided by any insurance policy is in violation of any US, UN or EU economic or trade sanctions, such coverage shall be null and void. For example, Aetna companies cannot pay for health care services provided in a country under sanction by the United States unless permitted under a written Office of Foreign Asset Control (OFAC) license. Learn more on the US Treasury's website at: www.treasury.gov/resource-center/sanctions

We know you may have questions and we're always here to help. You can call us any time on the phone number listed on the back of your Aetna ID Card.

You can also send us a secure e-mail by logging in to **www.aetnainternational.com** and clicking 'Contact us'

You can scan your claims to us, rather than post them. It is important that any claim you send to us is done either by scan or originals, but not both.

Send your claim to

- By post:
  Aetna Global Benefits (Europe) Limited
  1st Floor
  69 Park Lane
  Croydon, CR9 1BG
  United Kingdom

- For the quickest and most convenient way of submitting your claim, please register for the secure member website at www.aetnainternational.com and submit your claim online.
- Send your claim via fax attaching receipts and all required documents from your medical practitioner, as explained above, to: +44 870 442 4387
- Send your claim via email with copies of your reciepts and all required documents from your medical practitioner, as explained above, to: EuropeServices@aetna.com
- For claim related queries please contact our 24 hour Member Services helpline at: +44 870 442 4386