

TRAVEL PROGRAM REIMBURSEMENT INSTRUCTIONS FOR TRANSPLANT RECIPIENTS



Cigna LifeSOURCE Transplant Network

The Cigna LifeSOURCE travel program helps you pay for eligible transportation and lodging expenses for you and one companion/caregiver (up to two caregivers for a dependent minor).

The travel program covers eligible expenses when a Cigna LifeSOURCE facility is used for transplant-related care and travel occurs between the transplant center and home (or temporary lodging).

- ▶ Travel for the transplant-evaluation testing.
- ▶ Travel for the transplant procedure.
- ▶ Travel to the transplant facility for follow-up care until you reach the maximum benefit amount or are no longer eligible for coverage.

Please note: Travel to local doctor appointments/testing is not covered.

A list of eligible and non-eligible expenses is included in these instructions. Please review this information carefully.

Here is how the program works

As you travel, you will pay for your expenses and save your receipts. When you are ready to request reimbursement, you will complete an expense form and send it to Cigna along with your original itemized receipts, showing proof of payment, and boarding pass(es). Please remember to keep a copy of the expense form and the receipts for your records.

The signed expense form and itemized receipts must be submitted within one year of the date of service, or within 30 days if your coverage has terminated, to receive reimbursement. Reimbursement check is mailed to Cigna policyholder's primary address.

The signed expense form and receipts may be submitted by mail, fax or email.

Mail: Cigna LifeSOURCE Travel Claims
PO Box 5602
Hartford, CT 06102-5602

Fax: 855.281.0911

Email: LifeSOURCETravel@Cigna.com

We're here to help

- ▶ For program benefits, contact **LifeSOURCE Transplant Case Management: 800.668.9682.**
- ▶ For status of reimbursement, contact **LifeSOURCE Customer Service: 800.287.0539.**
- ▶ For travel arrangements, call **CWT: 866.982.4462.**
 - Select prompt 3.
 - Tell CWT you're a Cigna LifeSOURCE customer.
 - Provide group code LFSTravel.
 - Say that this is a "non-profile" reservation.
 - Pay for reservation.
 - Keep receipt/itinerary to submit for reimbursement with expense form.

Together, all the way.®



Offered by Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

Eligible and non-eligible expenses

TRAVEL (Travel must be directly related to your transplant.)

ELIGIBLE (COVERED)

- › Airfare (coach or economy)
- › Baggage fees
- › Bus fare
- › Gasoline
- › Highway tolls (not prepaid)
- › Parking
- › Round-trip airfare from the Virgin Islands, Canada, Puerto Rico or Guam to the continental United States if using a U.S.-based airline carrier
- › Shuttle services
- › Taxi/Uber/Lyft etc.
- › Train fare
- › Vehicle rentals
- › Wheelchair van service to travel from local housing to facility



NON-ELIGIBLE (NOT COVERED)

- › Local travel within 60 miles from your residence
- › Travel to locations other than the transplant center or your home (or other temporary housing)
- › Fines or traffic tickets, court costs, or other loss or damage resulting from traffic violations or incidents
- › First-class airline rates or any rates that exceed coach or economy
- › FOOD/MEALS/SNACKS/BEVERAGES
- › Travel or other personal trip insurance
- › Loss of money or loss/damage to luggage, clothing or other items
- › Pet care, including, but not limited to, pet kennel, boarding, pet sitting, pet care items and pet transportation fees
- › Travel from outside the United States, except round-trip airfare from the Virgin Islands, Canada, Puerto Rico or Guam to the continental United States
- › Vehicle expenses, such as:
 - Maintenance (including oil changes, tires, etc.)
 - Deposits for rental
 - Repairs for any vehicle
 - Insurance for personal or rental
 - Mileage
- › **Any item(s) not listed as covered**

Eligible and non-eligible expenses *(continued)*

LODGING Lodging is limited to \$50 per night, per person for up to two people (maximum of \$100 per night, inclusive of taxes and nonrefundable fees), including the transplant recipient. Any amount over that is the individual's responsibility. (Social services at the transplant facility can give you information about housing in their area.)

ELIGIBLE (COVERED)

- ▶ Temporary residence daily max includes:
 - Taxes
 - Utilities: water; sewer; electric, gas, or propane for heating or cooking; and trash
 - Nonrefundable fees (application, activation, cleaning, etc.)
 - Furniture rental: must be approved in advance by your transplant case manager.

Lodging is only covered for your temporary residence near the facility (not your primary residence).

- ▶ Housing associated with the Cigna LifeSOURCE facility
- ▶ Hotel, motel
- ▶ Other commercially rented lodging, such as apartments, condominiums, Ronald McDonald House, campgrounds, recreational vehicles or extended stay facilities
- ▶ Rental from businesses such as Airbnb, VRBO, etc.

*If you are uncertain what qualifies, please contact customer service at **800.287.0539** or your case manager.*

NON-ELIGIBLE (NOT COVERED)

- ▶ Cable/satellite television services
- ▶ Refundable deposits for housing, utilities, etc.
- ▶ Dry cleaning or laundry services
- ▶ Household products (cleaning supplies, paper towels, towels, etc.)
- ▶ Internet service
- ▶ Minibar items
- ▶ Packing materials
- ▶ Rental of private residence via person-to-person
- ▶ Room service
- ▶ Telephones or phone services - cell phone and landlines (including hotel phone charges)
- ▶ Toiletries (personal hygiene items, diapers, toilet paper, etc.)
- ▶ **Any item(s) not listed as covered**

Other NON-ELIGIBLE (NOT COVERED) expenses include, but are not limited to:

NON-ELIGIBLE (NOT COVERED)

- ▶ **Any services or out-of pocket expenses covered under your medical benefit plan including, but not limited to:**
 - Durable medical equipment (for example, wheelchairs)
 - Medical supplies (such as oxygen tank rental)
 - Ambulance (air or ground)
 - Prescription medications
- ▶ Barber, beautician, manicurist, shoe shine, massage services, tanning salons, etc.
- ▶ Child care
- ▶ Clothing or shoes of any kind
- ▶ Entertainment items - books, magazines, movie or theater tickets, movie rentals, admission to attractions (zoo, amusement park, etc.)
- ▶ House-sitting charges
- ▶ Lost wages due to time off from work required for transplant and related treatment
- ▶ **Over-the-counter medication**
- ▶ Services performed for the recipient while the recipient is in the transplant facility
- ▶ Souvenirs
- ▶ Storage units
- ▶ **Any item(s) not listed as covered**

If you have questions about whether particular expenses are covered, please email the LifeSource Travel mailbox at LifeSourceTravel@Cigna.com.

