



It's time to take advantage of coverage that travels with you

The UnitedHealthcare® Medicare Advantage (PPO) plan for APWU Health Plan gives you benefits when you travel outside the United States



United
Healthcare

APWU
HEALTH PLAN
TOGETHER. BETTER HEALTH.

Your plan covers care even when you're traveling outside the United States just as if you were in the United States

UnitedHealthcare will reimburse you for any covered services or prescriptions you may need while traveling minus any copays that may apply.

Some of the services covered by your plan¹

Generally, these benefits are not covered by Medicare if performed outside of the United States, but with your UnitedHealthcare Medicare Advantage (PPO) plan for APWU Health Plan, all medical and prescription services that are covered while in the United States are covered at the same cost share while traveling outside the United States.

For example:



Doctors' office visits



Prescription drugs



Surgical procedures



Mental health and substance use care



Emergency room services

Things to do before you leave the United States

- ✓ **Refill prescriptions and pick up any over-the-counter medications you may need**

You are able to refill for up to a 6-month supply once every plan year, as long as you are a member of the plan for the entire 6 months.

Please call the number on the back of your member ID card for more information.

- ✓ **Pack enough medication for the trip, plus a few extra in case you get delayed**

- ✓ **Let your doctor know where you're going and ask if you need any immunizations**

- ✓ **Bring a list of your medications and dosages just in case you need to visit a doctor while traveling**

- ✓ **If you are flying, make sure to keep your medications in your carry-on bag for safekeeping**

How to get reimbursed

You will first need to pay for the cost of the services in full

Be sure to ask for a written, detailed bill showing the specific services provided and the name and address of the doctor or facility, along with proof of payment. When you return home, send a copy of the itemized bill, receipt and reimbursement form(s) to UnitedHealthcare at the address on the back of your member ID card.

You should obtain all of the information necessary to properly process your request for reimbursement, including medical records if needed.

Please note: UnitedHealthcare will translate your documents that are submitted for reimbursement.

Keep photocopies of all documents for your personal records

Store your travel documents in a safe place, in case proof of travel is required.

The reimbursement process may take up to 45 business days from the date all required documents are received by UnitedHealthcare

Information required for the Medical Reimbursement Request Form:

- **Member information** (complete name, address and member ID)
- **Diagnosis**
- **Description of service(s)**, doctor or hospital name and address, and the country where you received services
- **Itemized bill** (date, description and charge for each service received)
- **Billed amounts** in foreign currency or U.S. dollars
- **Proof of payment**, such as a credit card receipt
- **Medical reports**, including ambulance trip reports, emergency room reports, admitting history, surgical procedures, etc.

Information required for the Prescription Reimbursement Request Form:

- **Member information** (complete name, address and member ID)
- **Drug name**
- **Strength**
- **Dosage formulation** (tablets, capsules, solution, cream)
- **Quantity dispensed**
- **Day supply**
- **Itemized cost of each drug**
- **Proof of payment**
- **Provider name**

To obtain a Reimbursement Request Form:

Contact us at **1-855-383-8793**, TTY **711**, 8 a.m.–8 p.m. local time, Monday–Friday, or visit **www.UHCRetiree.com/APWUHP**

Questions? We're here to help.



Call toll-free **1-855-383-8793**, TTY **711**,
8 a.m.–8 p.m. local time, Monday–Friday.



Or visit online at
www.UHCRetiree.com/APWUHP

Do you have benefits through the Veterans Administration?

Thank you for your service! The Medicare and Veterans Administration (VA) systems are entirely separate, with no coordination of benefits between them. You would use your VA ID card at VA facilities and your Medicare Advantage member ID card anywhere else. If you do seek Medicare-covered services that are not covered by your VA plan at a VA facility and receive a bill for it, you may submit a request for reimbursement to UnitedHealthcare.

To submit a request for reimbursement, download the form from **www.va.gov/find-forms/about-form-10-583** and mail it to the address on the back of your member ID card.

¹ See your Evidence of Coverage (EOC) for a detailed description of benefits and limitations.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in these plans depends on the plan's contract renewal with Medicare.

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