Medical Reimbursement Request Form

You can use this form to ask us to pay you back for covered medical care and supplies.

- Check your plan materials to find out what your plan will pay for.
- Fill out a separate form for each member and each provider.
- For foreign travel, fill out one form for each member for the entire trip.
- This form is for medical reimbursement only. There is a separate form for prescription drug reimbursement. Exception: You can use this form for both medical and prescription drugs for foreign travel.

Information about the member who received medical services or supplies

Full name ____________________________________________________________
Address __________________________________________________________________
City __________________________ State _____ ZIP _______________________
Phone number (____) ________________________ ☐ Male ☐ Female
Date of birth __________________________
Member ID number ______________ Member Group number __________________

If you are completing this form for the member, please provide your name, address, and phone number

Full name ____________________________________________________________
Address __________________________________________________________________
City __________________________ State _____ ZIP _______________________
Phone number (____) ________________________

What is your relationship to the member?
☐ Spouse or ☐ Relative ☐ Attorney ☐ Estate ☐ Other
 partner representative ______________________________

Include paperwork showing you have the legal right to act for the member (such as Power of Attorney or Medicare’s Appointment of Representative Form). You can find the Appointment of Representative Form on the plan’s website, or you can call Customer Service and ask them to send you the form.
Information about other insurance coverage

Please tell us if you have other insurance, such as Travel, Veterans benefits or other employer insurance. Send us a copy of the insurers’ Explanation of Benefits that includes the medical care or supplies you are asking us to reimburse. This will help us determine who pays first (primary responsibility) and who pays second (secondary responsibility).

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<th>Name of Insurance</th>
<th>Policy Number</th>
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Has workers’ compensation refused to cover your accident □ Yes □ No □ NA or injury?
If yes, please send us a copy of your Explanation of Benefits or paperwork from a lawyer or workers’ compensation saying that it doesn’t cover your illness or injury.

Has your auto insurance policy refused to cover your accident or injury?
□ Yes □ No □ NA
If yes, please send us a copy of the paperwork from the auto insurance company or a lawyer saying that it doesn’t cover your illness or injury.

Check ‘NA’ (Not Applicable) if you did not submit for coverage.

Where did you get medical care or supplies?

□ Doctor’s office □ Urgent care □ Emergency room □ Home
□ Assisted living facility or nursing home □ Hospital
□ Other ______________________________________________________

Did you get dialysis outside of the plan’s service area? □ Yes □ No
Check ‘No’ if you are enrolled in the UnitedHealthcare Senior Supplement plan.

Name of doctor or facility ____________________________________________

Address __________________________________________________________

City __________________________________ State ______ ZIP ______________

Did you get medical care or supplies while traveling?

Type of travel: □ Cruise □ Foreign country

What city and country were you in when you received medical care or supplies?

_____________________________________________________________________

Puerto Rico, U.S. Virgin Islands, Guam, the Northern Mariana Islands, Saipan, Tinian, Rota, or American Samoa are U.S. territories, not foreign countries.
Foreign travel only:
• Did you get a discount or refund from the provider? □ Yes □ No
  If yes, how much? __________
• Did you pay a copay or coinsurance? □ Yes □ No
  If yes, how much? __________

If you have a UnitedHealthcare Senior Supplement plan you must include a copy of your travel plan or itinerary.

Details about your medical care or supplies
We need information about the medical care and supplies you paid for. You may find this information on your doctor’s bill or you can call your doctor’s office and ask them for the information. Send us copies of your bills, receipts, or statements.

Use the chart on the next page to tell us what you paid for. Please send us proof of payment, with the date you paid and how you paid (check, credit card, etc.).

Sign here ______________________ Date ______________________

When I sign above, I am stating that the information on this form is correct, to the best of my knowledge. I understand that if I put information on this form that I know is not true, I could face fines and prison under federal law.

If I sign for the member, it means I have the legal right under state law to sign. I can show written proof of this right if Medicare asks for it.
Fill out this chart to tell us what you paid for. We’ve provided a sample to help you complete the chart. Fill out a separate line for each service charge. If you need more room, you can use a separate piece of paper. To make sure we can process your reimbursement, you will need to send us proof of payment, with the date you paid and how you paid (check, credit card, etc.).

<table>
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<tr>
<th>Date of service</th>
<th>Diagnosis or illness</th>
<th>Treatment or name of item</th>
<th>Number of items or visits</th>
<th>Billed amount</th>
<th>Currency you were billed in*</th>
<th>Amount you paid</th>
<th>Currency you paid in*</th>
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<tr>
<td>1/15/20XX</td>
<td>Diabetes</td>
<td>Office visit</td>
<td>1</td>
<td>$123.00</td>
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Details about your frames or lenses

- Are you submitting for a routine eyewear reimbursement?  □ Yes  □ No
- Are you submitting for a cataract benefit?  □ Yes  □ No
  
  If submitting for a cataract benefit, what was the date of the surgery: _______________________

□ I have included a separate sheet of paper with additional details and other information I think will be helpful when processing my reimbursement.

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Ready to send the completed form?

Please send the completed form and paperwork to the address on the back of your member ID card.

Before you put it in the mail, make sure you:

- Completed and signed the form.
- Include copies of all the paperwork we asked for, including:
  - Proof of payment with the date and how you paid (check, credit card, etc.)
  - Explanation of Benefits from other insurer
  - Travel plan or itinerary (UnitedHealthcare Senior Supplement only)
  - Power of Attorney or Appointment of Representative form
- Keep a copy of everything you send us.
- Request reimbursement within 1 year from the date of service. We may not be able to process your reimbursement after that time.

We will process your request based on your plan benefits. When completed, we will send you a check or a follow-up letter.

Questions? We’re here to help.
Call the toll-free Customer Service number on the back of your member ID card.