

## Informing Released Missionary Approved for Medical Assistance – Mission President

Mission president, please inform the missionary approved for medical assistance of the following (a copy of this checklist for the missionary may be helpful):

- Missionary may receive medical assistance for 90 days only for the specific injury or illness that occurred while serving. The 90 days will begin with the date of the missionary's release.
- It will take 24 hours from the time the IFR notifies Missionary Medical to process the request.
- A letter to the missionary explaining how to access care will be sent to all email addresses that Missionary Medical has on file, including the missionary's missionary.org email. Such letters will be in the missionary's primary language if Spanish, Portuguese or French. Otherwise, it will be in English. **Please have the missionary check his/her email for this information.**
- Letter will include:
  - Missionary's Aetna (or partner) ID Number to use to begin accessing care
  - Eligibility dates of Medical Assistance
  - Condition which will be covered by Medical Assistance
  - Aetna Account Representative to contact to arrange services (by home country of the missionary)
  - Aetna International (or partner) will also send a printable medical ID card to the missionary's missionary.org email (Guatemala nationals will receive a photo ID card by mail).
- Letters will be copied to:
  - Stake President
  - Bishop
  - IFR
  - Aetna Account Representative
  - Mission president, where missionary was serving
- If cash is needed for provider to give care, the missionary should keep receipts and coordinate with Aetna to receive reimbursement.