

Aetna International How the Program Works

for The Church of Jesus Christ of Latter-day Saints

DMBA/Missionary Medical Program

Network Partner: Maxicare

Welcome to Aetna International!

Since medical expenses for Young Missionaries are fully paid for using The Church's tithing funds through the DMBA/Missionary Medical-Aetna International program, it is important to understand how the program is intended to work. This **"How the Program Works"** document is intended to provide you with a high-level overview regarding the basic function of the Aetna International plan for the Young Missionaries in your area. It will also serve as a reference guide to assist you with the answers to many of the questions or situations you may encounter while securing care for the Young Missionaries. Please take the time to become familiar with this document and should you ever have any questions regarding it or how the plan works in general, please feel free to reach out to your assigned Aetna International Account Manager.

Aetna International Team for the Church

Terri Urien, Account Manager

UrienT@aetna.com

1-559-241-5337

Based in Fresno, California, United States

Aetna Customer Service Dedicated Team Available 24/7/365:

1-888-219-0477 International Toll-free

or +001-813-775-0451 (Call U.S. Direct)

With Aetna International coverage, the advantages for the Mission President and Young Missionaries will be:

- Simplify the administration of health care benefits for the Mission and the missionaries.
- Provide access to providers, clinics, and hospitals through a locally recognized Network Partner as well as offer quality, cost-effective care using their expertise with the local healthcare system(s).

Network Partner: Maxicare

It is important to understand that Aetna **is not** a recognized insurer in your area. To provide you with access to a network of providers and facilities, we have formed a network partnership with a local partner in your area that is well known and has an established network for you to utilize. For your area, the network partner is **Maxicare**.

IMPORTANT: When presenting the insurance to a provider, it is imperative that you mention it is through Maxicare and not Aetna. Since Aetna is not a recognized insurer in your area, mentioning Aetna as the insurer will almost always result in cash being demanded at time of service.

A listing of participating facilities and providers within Maxicare's network is available to you at any time on your Area/Location's page of the custom website Aetna has created for the Missions to use at <https://www.aetnainternational.com/en/site/lds.html>. However, the Mission is not restricted to only seeking care from those providers that are participating (more under "How to Access Care")

Request a Guarantee of Payment (GOP) - Maxicare

Call: (632) 85821965 or (02) 85821965

Email (Preferred): aetnasupport@maxicare.com.ph

Allianz

Allianz was hired by Aetna International to assist with the management of our network partner relationships outside of North and South America. Their role in your area is **ADMINISTRATIVE ONLY**. They are **not** the Network Partner for your area and should not be mentioned as such at any facilities/providers.

ID Cards

ID cards will be mailed directly to the Missions from Aetna and will be tri-branded with the Aetna, Maxicare and Allianz logo. When the ID cards are received, please hand them out to the missionaries along with “**Important – Missionary Instructions**” (the ID Card letter). The ID card letter is a DMBA/Missionary Medical document that iterates the responsibility of having an ID card as well as touches on how to access care.

IMPORTANT: The DMBA/Missionary Medical-Aetna International coverage for a Young Missionary terminates on the day the mission assignment formally ends, as reported by the Missionary Department. All forms of the ID card (physical and digital) should be collected and destroyed. Failure to collect cards from a Young Missionary that has returned home could result in that missionary inappropriately using their card after their plan has ended resulting in extra Church resources being used to compensate for the cost of the services.

If a Young Missionary loses their ID card or it has been stolen, please send an email to LDSIDCARDS@aetna.com to request a replacement. You will need to include the Young Missionary's full name (first and last) and their Aetna W ID number.

MAXICARE Digital ID Cards

All Missionaries (young and senior) enrolled on the Aetna/Maxicare plan should receive an email directly from Maxicare to their Church issued email account that will include a digital version of their Maxicare Digital ID card.

The email will be titled, “**Missionary Medical Plan – Maxicare ID e-Card**”

It will be a very simple and brief email that contains the image of their Maxicare Digital Id Card. There will be no active links on the email. It is also important to note that there will be no requirement for registration to any online portal to use these cards and as such, that type of registration should **not** be encouraged.

For any Missionary (Young or Senior) that is enrolled on the Aetna/Maxicare plan and did not receive a Maxicare digital card, please send the following information Jonathan Malayo Jonathan.malayo@maxicare.com.ph:

Missionary Full Name:

Aetna W ID #

Missionary's Church issued email address (must end in @churchofjesuschrist.org or @missionary.org)

Before requesting any cards, please be sure that the Missionary has checked both their inbox and their SPAM folders for this email.

How to Access Care

IMPORTANT: Whenever a Young Missionary needs medical attention, they must obtain approval from the Mission President, his wife, a Mission Health Advisor, or any aptly appointed Mission Leader, who will need to contact Maxicare and/or the facility/provider on their behalf. In the event of any emergent situation, the missionary should seek immediate care and the Mission Leaders should be notified as soon as possible.

In-Network/Participating Facilities/Providers: When a direct payment arrangement is required.

Maxicare will only issue a Guarantee of Payment (GOP) and pay for facilities AND providers that are part of their Accredited Network. Just because a Maxicare Accredited Network facility is being utilized, there may be a financial responsibility to any Provider that is seen while there. **Providers that see patients at accredited facilities, may not themselves be “accredited” with Maxicare.** In these cases, payment will be expected for the services of the provider. The Mission/Missionary will need to be prepared to pay for these services “out-of-pocket.” A detailed receipt should be obtained, and reimbursement sought from Aetna International (not Maxicare).

- Mission should identify a participating Maxicare Accredited Facilities and Providers using the Maxicare online provider tool at <https://www.maxicare.com.ph/get-care/find-doctors-clinics-and-hospitals/>.

NOTE: Please **DO NOT** use eMed to validate a facility/provider’s participation in the network. eMed is a DMBA/Missionary Medical website and the information in it is managed by the Missions, not by Aetna or any network partners. Neither Aetna nor any network partners have access to eMed.

- Once a Maxicare Accredited facility/provider is identified, the Mission or the missionary should make appointment directly with the facility or medical provider.
- **As soon as an appointment is made or as soon as a missionary is in-route to a network facility/provider, the authorizing Mission Leader should call or email a request directly to the network partner for your area to obtain a Guarantee of Payment (GOP) letter.**

Request a Guarantee of Payment (GOP) - Maxicare

Call: (632) 85821965 or (02) 85821965

Email (Preferred): aetnasupport@maxicare.com.ph

Be prepared to share/provide the information as outlined on the last page (“Form to request a Guarantee of Payment (GOP) for care”) of this document. You can copy and paste from that page into an email or print, fill out and email as an attachment. **Also, be sure to clearly indicate that you and/or the Young Missionary is part of “The Church of Jesus Christ of Latter-day Saints.” If emailing, please be sure to indicate “Urgent” in the subject to prioritize the email.**

- The Mission should direct the missionary to go to the Maxicare Accredited facility/provider and be prepared to present his/her tri-branded ID card, copy of the GOP that was obtained (*if possible*), and another form of valid ID upon arrival.

NOTES:

- **Maxicare will issue a GOP for the initial consultation and treatment ONLY.** Maxicare will confirm back to the Mission within approximately 60 minutes with a copy of the GOP and provide instructions for the missionary to pick up a copy of the GOP from Maxicare referral office within the same building of the doctor’s office (any of the Maxicare’s Primary Care Centers practices have a referral office in the hospital building to print the GOP for the missionary to bring to the doctor’s office, as doctors often do not have the capability to print the GOP themselves). If the missionary can print a copy of the GOP or collect from the Mission office, they will not need to obtain a copy from facility/provider’s referral office. This is the market practice they have in Philippines as well as for members holding Maxicare card.

How to Access Care - *Continued*

- If Maxicare is not contacted until after the missionary is at the Maxicare accredited facility/provider, the missionary may wait longer; but care will be provided as long as the missionary is listed on Maxicare's enrollment list from Aetna. **Once at the Maxicare accredited network facility/provider, please go to the referral office to declare covered by Maxicare, present ID card, and request the GOP needed. If needed, a list of accredited hospitals, clinics, and doctors will be provided to you to use and select from.** The Maxicare accredited network facility/provider will contact Maxicare and if Maxicare can confirm the missionary is covered and obtain the GOP(s) needed.
- **GOP for any additional care (e.g., lab, x-ray), if needed, will require a physician's order to be issued. An additional GOP request to Maxicare for these services will likely be necessary once physician's order has been made/given. It is highly advisable that immediately following (or during if possible) the initial consultation, please go to the referral office at the facility to request any additional GOP needed. If needed, a list of accredited hospitals, clinics, and doctors will be provided to you to use and select from.**

Escalation of a Requested Guarantee of Payment (GOP) Letter

If a GOP has been requested, and you have identified in the request that it is **"URGENT"** and for a missionary of The Church of Jesus Christ of Latter-day Saints and it has been over an hour since the request was initiated with Maxicare, please contact the following at Maxicare for assistance:

Jonathan Malayo

Phone: 0917-5591683

Email: Jonathan.malayo@maxicare.com.ph

Judith Ontimare

Phone: 908 6900 local 1261 (office); 0917-5216914 (mobile)

Email: Judith.ontimare@maxicare.com.ph

Dick Mercado

Phone: 02-79086900 local 1190 (office); 0917-5003425 (mobile)

Email: dick.mercado@maxicare.com.ph

Failure to follow the process as outlined above may result in the Maxicare Accredited facility/provider requiring payment at the time of service.

In-Network/Participating Facilities/Providers: **Rejection of GOP Placed**

IMPORTANT: If for any reason the Maxicare Accredited facility/provider (*as found on the Maxicare online provider tool at <https://www.maxicare.com.ph/get-care/find-doctors-clinics-and-hospitals/>*) requires any form of payment, at time of service despite the Mission/missionary presenting a valid ID card **AND** a GOP having been placed, please do not delay care. Please pay for the care and obtain a detailed receipt/invoice that will then need to be sent to Aetna for reimbursement back to the Church.

Afterwards, please be sure to notify your assigned Aetna Account Manager with details of the interaction as soon as possible. Be sure to include the missionary's full name, Aetna W ID Number, date of service, facility/provider name, facility/provider address, facility/provider phone number, name of person at the facility/provider that interacted with, and (if possible) a copy of the GOP that was placed.

Doing this will allow you assigned Aetna Account Manager to be able to advise the Network Partner who will then make an outreach to the provider to identify why they did not honor their network agreement and resolve.

How to Access Care – *Continued*

Out-of-Network/Non-Participating Facilities/Providers:

Please know that in some of the Mission's areas there may not be any facilities/providers that are participating in the network, or the Network Partner's participating facilities/providers may not be the ones you prefer to direct the missionaries to. **For facilities/providers that are not participating in the network, you may still choose to seek or direct those needing care there.**

Maxicare will only issue a GOP and pay for facilities AND providers that are part of their Accredited Network. Just because a Maxicare Accredited Network facility is being utilized, there may be a financial responsibility to any Provider that is seen while there. Providers that see patients at accredited facilities, may not themselves be "accredited" with Maxicare. For facilities/providers that are not part of Maxicare's accredited network, you may still choose to seek or direct those needing care there. However, will need to be prepared to pay for the care up-front, obtain a detailed receipt/invoice, and submit a claim to Aetna for reimbursement.

Emergency Care:

Contact the Network Partner for your area as soon as possible, but please know that care should not be delayed. Once contacted, the network partner will coordinate with the facility/provider, participating or not, to attempt to avoid the missionary from having to make a payment to the provider at the time of service.

IMPORTANT: When "emergency" or "serious care" is needed to prevent the loss of life or permanent disability, the facility should ALWAYS treat the patient first before concerning themselves with how the treatment will be paid. This applies whether the patient is a private payer (cash) or an insurance holder (Maxicare). This directive for care is supported by the "Anti-Hospital Deposit Law" Republic Act No. 8344 and further strengthened by Republic Act No. 10932.

More information regarding these laws as well as what is defined and applies under them as "emergency" and "serious care", can be found at the following links:

"Anti-Hospital Deposit Law" Republic Act No. 8344

<https://www.officialgazette.gov.ph/1997/08/25/republic-act-no-8344/>.

Republic Act No. 10932

https://lawphil.net/statutes/repacts/ra2017/ra_10932_2017.html

Non-Emergency Care:

A Guarantee of Payment (GOP) will be required and should be requested by calling/emailing the Network Partner for your area and be prepared with the information outlined on the last page of this document. The Network Partner will then work to place the requested GOP as soon as possible, but this could take several hours depending on the facility/provider's availability. If the request is made after the working business hours of the facility/provider's office, the Network Provider may have to wait until the office is open before confirming that the GOP has been successfully placed.

Telemedicine and Teleconsult:

It is important to understand that Telemedicine and Teleconsult are **two separate programs**, and each has different requirements on how to access. Both programs are available to be used when necessary for all Missions in the Philippines.

Additionally, these programs are not intended to replace in-person medical care when it is available and reasonably accessible, especially for certain conditions, diagnoses or needs that require physical examination or specialized testing.

Telemedicine - When there is a need to speak to a specific doctor that is part of the Maxicare Accredited Network of Providers. Telemedicine will require that a Guarantee of Payment (GOP) letter is obtained from Maxicare before a Telemedicine visit can be scheduled. Therefore, the provider being selected **must** be part of the Maxicare accredited network of providers that are participating in Telemedicine (*see attached list*). Any Young Missionary using this service will need to have the ability to receive a GOP from Maxicare and submit it to the Provider at when scheduling the Telemedicine appointment. Telemedicine appointments will also require that the Young Missionary using the service has the ability and internet service capabilities to potentially access a link provided by the selected provider to engage in a video discussion. If internet services are not strong or available in certain areas, then Telemedicine will unfortunately not be an option for those Young Missionaries.

How to Access Care – Continued

Process:

1. Request for a GOP through the same Maxicare request methods that exist today. The member or requestor must indicate a provider of choice from the special list of selected Telemedicine providers (**found under the “Find health care during your mission” section on the page for your Mission's location/country on the custom website that Aetna has created for the Missions at <https://www.aetnainternational.com/en/site/lds.html>**).
2. GOP will only be sent to the missionary. It is the missionary's responsibility to submit GOP to the selected doctor. The missionary would contact the selected provider to schedule appointment and at that time share the GOP however they both agree to exchange it. Your missionary coordinates with his/her preferred doctor to (1) set up an appointment and (2) determine preferred and agreed-upon technology platform.
3. If an invitation to the platform is necessary, the doctor should be sending that to the missionary.
4. These doctors can prescribe medications and will advise how they will get that to the missionary (if needed).
5. Remind the missionary to share with you what they discussed with the doctor.

Teleconsult – When there is a need to speak with any available doctor in the local region. Teleconsult is a **separate program from Telemedicine** and only requires the use of a phoneline. There is no GOP requirement to use this service when appropriate. However, if you determine that Teleconsult is appropriate for a Young Missionary to use, you will need to contact Maxicare to obtain the 16-digit Maxicare ID number for that Young Missionary. That number will be required to share with the provider that answers the call when you instruct the missionary to contact whichever number is closest to your local region.

Process:

1. Teleconsult is access to a general practitioner or internist only (whomever is 'on call' at the time of the phone call).
2. **GOP is not required to access services.** It is a free service for Maxicare members including the missionaries.
3. The doctor will ask for a Maxicare number; **so the missionary can call Maxicare in advance** to confirm their Maxicare number.
4. Just pick up the phone and call any of the numbers listed below based on your location and speak with a Maxicare affiliated physician.
5. If additional care is needed by a specialist, the doctor will inform the missionary. The missionary should then inform you for next steps.
6. These doctors can prescribe medications for common medical conditions.

TELECONSULT Phone Numbers:

Note: The numbers listed below DO NOT APPLY TO TELEMEDICINE

Bacolod [\(034\) 458 6714](tel:0344586714)

Baguio [\(074\) 661 8832](tel:0746618832)

Batangas [\(043\) 779 8014](tel:0437798014)

Cagayan de Oro [\(088\) 864 8803](tel:0888648803)

Cavite [\(046\) 419 8016](tel:0464198016)

Cebu [\(032\) 260 9068](tel:0322609068)

Davao [\(082\) 238 7016](tel:0822387016)

Dumaguete [\(035\) 522 5014](tel:0355225014)

Gensan [\(083\) 887 9813](tel:0838879813)

Iloilo [\(033\) 328 7034](tel:0333287034)

Kidapawan [\(064\) 521 8002](tel:0645218002)

Laguna [\(049\) 559 8007](tel:0495598007)

Metro Manila [\(02\) 8582 1980](tel:0285821980) [\(02\) 7798 7798](tel:0277987798)

Naga [\(054\) 871 2070](tel:0548712070)

Ormoc [\(053\) 832 9902](tel:0538329902)

Palawan [\(048\) 716 5122](tel:0487165122)

Pampanga [\(045\) 649 8005](tel:0456498005)

How to Access Care – *Continued*

Prescriptions:

The Mission will need to be prepared to pay for all prescription drugs and submit for reimbursement to Aetna. Exception as follows:

Mercury Drug Stores

Maxicare has an agreement with certain Mercury Drug Stores to accept the Aetna/Maxicare ID card and process prescriptions without the requirement of payment up front.

How to use the benefit:

- The process for medication up to the value of PHP 20,000:

Missionaries can go to any of the designated Mercury Drug stores to collect/purchase their medication.

The missionaries will be required to show the following:

- Original Aetna International ID card indicating The Church of Jesus Christ of Latter-day Saints with Group no. 299775
- Any valid ID with picture OR their black LDS Missionary name badge.
- Valid prescription issued by the Physician with diagnosis or suspected diagnosis noted on the document.
- After validation, Mercury Drug will dispense medicines to the missionary accordingly and send the invoice or bill to Aetna/Maxicare.

Remember: Over-the-Counter medicines & medical supplies are excluded from the coverage and though can be purchased using Mission funds, are not eligible for reimbursement under the plan.

- If the value of the order is over PHP20,000 the same process as above should be followed, however the store will confirm cover with Maxicare and Aetna. The turnaround time on this is up to 72 hours so the missionary will need to return later.

Maxicare have a dedicated contact person for this arrangement –

Aetna dedicated hotline: (02) 8582-1965

Email address: aetnasupport@maxicare.com.ph

Contact:

Jonathan L. Malayo - Account Officer

Email address: jonathan.malayo@maxicare.com.ph

Contact number: 0917-559-1683 (Globe)
0998-843-0919 (Smart)

Please note that this does NOT change the usual process within the Mission whereby Young Missionaries should only be accessing care as directed by their relevant Mission contact.

Reimbursement/Pay and Claim Process

If a Young Missionary uses personal funds to pay for medical expenses that should have been covered by the DMBA/Missionary Medical-Aetna International plan, the Mission office should reimburse that missionary. If the Mission office reimburses a missionary for medical expenses, or if the Mission office pays medical bills directly to a provider, the Mission Financial Secretary should code those expenses to Mission account code **#XXXX900-5949**. When this is done, the funds come from a headquarters Missionary Department medical budget and the local Mission's budget is not affected. The Mission office should then submit a reimbursement claim form to Aetna so that Aetna can reimburse the headquarters account from which the funds came. **Aetna does not send reimbursements to individual mission offices.**

Claim Forms

Claim forms have been customized for the Church that are located on www.missionarymedical.org or www.aetnainternational.com/en/site/lds.html. Please choose the appropriate claim form depending on the method of reimbursement being requested.

All claim forms listed below are available in English, French, Portuguese, and Spanish at www.aetnainternational.com/en/site/lds.html.

1. **Young Missionary - Claim Submission Spreadsheet** (*Reimburse Church*): Reimburse the Church if Mission funds were used. This worksheet allows for multiple claims submissions for multiple Young Missionaries under on one form.
2. **Mission President** (*Reimburse Mission President*): Reimburse Mission President if personal funds were used to pay provider directly.
3. **Senior Missionary** (*Reimburse Senior Missionaries*): Reimburse Senior Missionaries enrolled on the Senior Service Medical plan if personal funds were used to pay provider directly.
4. **Medical Assistance** (*Reimburse Young Missionary or responsible party*): **For use when a Young Missionary is on a Medical Assistance extension ONLY.** Reimburse Young Missionary enrolled on a Medical Assistance extension or the responsible party assisting them if personal funds were used to pay provider directly.

NOTE: Anytime a Young Missionary pays for care, they should obtain and turn in the receipt/invoice to the Mission. Upon presentment of the receipt/invoice, Mission funds should be used to reimburse the missionary the Mission should submit the receipts for reimbursement to the Church using form #1 above.

Submitting the Claim

1. Complete the appropriate claim form.
2. Copy all receipts on a single piece of paper (or as many as necessary). Be certain that all receipts are legible. Receipts must be fully itemized bills and/or detailed receipts that include diagnosis (nature of illness) and the procedures/services performed as well as the name of any medications obtained.
3. Write the missionary's full name (first, last) and their Aetna Member identification number (starts with a "W") on each document submitted with the Claim form (*refer to the Aetna International ID Card or the monthly enrollment listing sent to the Mission to obtain this information*).
4. Include contact information (phone and email address) where the Mission office can be reached in case Aetna has any questions about the Claim.
5. Submit the completed the Claim form with all associated receipts:

a. via FAX to:

Toll-free: 800-475-8751
Direct: 859-425-3363

b. by mail to:

Aetna; P.O. Box 981543
El Paso, TX 79998-1543 USA

c. In an Email 10MB Limit (PREFERRED**) to:**
aiservice@aetna.com

Pre-Authorization of Specific Care for Young Missionaries by DMBA/Missionary Medical

This is a REQUIRED process in your area. It requires that the Mission President, Area Medical Advisor, or whomever at the Mission is responsible for the care of the Young Missionaries to request pre-authorization from DMBA/Missionary Medical for certain care. Following this process is vital as it ultimately provides DMBA/Missionary Medical the opportunity to review potentially complex medical cases for any impacted Young Missionaries and assist with finding and providing the best options for care.

This process **does not apply** to the Mission President, his family or to any Senior Missionaries.

Also, please note that this pre-authorization requirement does not apply to life-threatening emergency situations or procedures not identified below.

Pre-authorization should be requested from DMBA/Missionary Medical for the following treatments:

1. MRI of head or spine
2. Colonoscopy or Endoscopy
3. Scheduled, non-emergency surgery (**Inpatient and Outpatient**)
4. Requests for **more than** 10 physical therapy visits
5. Requests for **more than** 9 mental health counseling visits
6. Cancer treatment or cancer diagnostics (PET scan, biopsy, mass removal)
7. Biologics

When any of these treatments are needed, the process will be for the Mission President, Mission President's Wife, Mission Health Advisor, the Area Medical Advisor or whomever has been authorized by the Mission President to complete an online template at:

www.dmba.com/mmprecert

Once the request is submitted, DMBA/Missionary Medical will coordinate appropriate review and approvals with the Missionary Department.

DMBA/Missionary Medical monitors these notifications and anticipates providing a response within 24 hours of receipt of your communication.

Pre-authorization for these specific treatments is required the following reasons:

1. To promote global consistency in the preauthorization of care.
2. Reduce the amount of extensive in-field care provided in the mission. If a missionary's health is insufficient to serve, Missionary Department policy is that they should return home.
3. To protect missionaries, their companions and mission leaders from managing complex treatments which are better addressed by the missionary's family at home.
4. To identify pre-existing conditions that should not be treated using tithing funds.

If you have any questions, please contact DMBA/Missionary Medical by email at MMInternationalTeam@dmba.com or by telephone at 801-578-5650 after dialing the appropriate country code(s).

Resource Quick List for Mission Leaders

- **Aetna International How the Program Works (this document)**: CRITICAL INFORMATION FOR UNDERSTANDING THE PROCESS
- **Young Missionary Plan Coverage Basics**: **Simplified details regarding services that are limited or NOT covered under the plan as instructed and directed by DMBA/Missionary Medical.** This document can be found on the “Home” page of the custom website that Aetna has created for the Missions at <https://www.aetnainternational.com/en/site/lids.html>
- **MissionaryMedical.org**: The DMBA/Missionary Medical website has set up a section focused entirely on the Aetna International program, with training, information materials, claim forms, contact information, FAQs, and a link to the Aetna International website. The Aetna International reimbursement forms (*claim forms*) can be found on the www.missionarymedical.org website. On the site’s home page, click on “**Provider Information and Mission Office Materials.**” At the bottom of the page under “**Aetna International Forms and Materials,**” click on any of the three separate links to access the appropriate reimbursement form outlined above.
- **eMed**: eMed is a DMBA/Missionary Medical website. No access to that site is given to anyone at Aetna International or to any Network Partner. The information found in eMed is maintained by DMBA/Missionary Medical and the Missions only. **Any provider listing that exists in eMed was created by those serving at the Mission, are not maintained by Aetna or their network partners, and may not reflect current participation with the DMBA/Missionary Medical-Aetna International program.** See “*In-Network/Participating Provider Listing*” below for how to locate an in-network/participating provider.
- **ID Card Letter**: Outlines the DMBA/Missionary Medical process for the missionary on how and when to seek medical care. This letter is found under the “**Important – Missionary Instructions**” dropdown on the “**Claim Forms & Church Guidelines**” page of the custom website that Aetna has created for the Missions at <https://www.aetnainternational.com/en/site/lids.html>
- **Benefit Principles**: Benefit principles set forth by DMBA/Missionary Medical to guide your medical care decisions. This letter is found under the “**Benefit Principles – A guide for Mission Presidents**” dropdown on the “**Claim Forms & Church Guidelines**” page of the custom website that Aetna has created for the Missions at <https://www.aetnainternational.com/en/site/lids.html>
- **Claim forms**: The forms are housed on the “**Claim Forms & Church Guidelines**” page of the custom website that Aetna has created for the Missions at <https://www.aetnainternational.com/en/site/lids.html> or can also be found at www.missionarymedical.org.
- **Young Missionary Listing in Excel format**: For your convenience, a monthly listing is sent to the main Mission email address, with missionary name (as enrolled with Aetna), date of birth, Aetna ID#, and Aetna-assigned account number.

Resource Quick List for Mission Leaders - *Continued*

Mission Name	Aetna Account #	Mission Name	Aetna Account #
Philippines Angeles Mission	0299775-026-00001	Philippines Naga Mission	0299775-026-00015
Philippines Bacolod Mission	0299775-026-00002	Philippines Olongapo Mission	0299775-026-00016
Philippines Baguio Mission	0299775-026-00003	Philippines Quezon City Mission	0299775-026-00017
Philippines Butuan Mission	0299775-026-00004	Philippines Quezon City North Mission	0299775-026-00018
Philippines Cagayan de Oro Mission	0299775-026-00005	Philippines San Pablo Mission	0299775-026-00019
Philippines Cagayan Mission	0299775-026-00006	Philippines Tacloban Mission	0299775-026-00020
Philippines Cavite Mission	0299775-026-00007	Philippines Urdaneta Mission	0299775-026-00021
Philippines Cebu Mission	0299775-026-00008	Philippines MTC	0299775-026-00022
Philippines Cebu East Mission	0299775-026-00009	Philippines Cabanatuan Mission	0299775-026-00023
Philippines Davao Mission	0299775-026-00010	Philippines Antipolo Mission	0299775-026-00024
Philippines Iloilo Mission	0299775-026-00011	Philippines Dumaguete Mission	0299775-026-00025
Philippines Laoag Mission	0299775-026-00012	Philippines General Santos Mission	0299775-026-00026
Philippines Legaspi Mission	0299775-026-00013	Philippines Tuguegarao Mission	0299775-026-00027
Philippines Manila Mission	0299775-026-00014	Philippines Area Presidency	0299775-026-00099

- Maxicare Accredited Facilities and Providers listing:** This listing can be found on the following website for your information so you can view the extensive network of clinics and hospitals and know which facilities will accept the Aetna/Maxicare Id card as payment in full. Website:
<https://www.maxicare.com.ph/get-care/find-doctors-clinics-and-hospitals/>
- Maxicare Accredited List of **TELEMEDICINE** Providers (*does not apply to Teleconsult*):** The most current list of accredited TELEMEDICINE providers can be found under the “Find health care during your mission” section on the page for your Mission's location/country on the custom website that Aetna has created for the Missions at
<https://www.aetnainternational.com/en/site/lds.html>.
- Medical Assistance:** When a missionary is to be given an early medical or emotional release to return home in order to receive treatment associated with an injury or illness that occurs during missionary service outside of the United States, the Mission President contacts the IFR (In Field Representative) at the Church's Missionary Department. A Missionary Change Form is sent to DMBA/Missionary Medical.

If post-Mission Medical Assistance is needed, the IFR will contact the DMBA/Missionary Medical Nurse Team by phone (801-578-5775 or 801-578-5767) or e-mail (MissionaryMa@dmba.com) to formally request medical assistance. The nurse team will retrieve all needed information from the Missionary Inquiry system. If approved, post-Mission Medical Assistance covers the specific injury or illness that began during the missionary's service.

Additional information and resources regarding Medical Assistance can be found on the Medical Assistance pages (available in English, Spanish, French and Portuguese) of custom website that Aetna has created for the Missions at <https://www.aetnainternational.com/en/site/lds.html>

Resource Quick List for Mission Leaders - *Continued*

- **Senior Missionaries enrolled on the Senior Service Medical Plan (SSMP):** Senior Missionaries are responsible to purchase their own medical insurance. Many Senior Missionaries will purchase the Aetna SSMP insurance. Senior Missionaries should understand their personal medical insurance plans, and they should coordinate their personal medical needs with their specific insurance companies.

The Aetna SSMP plan, and those Senior Missionaries who have elected to purchase it, are not the responsibility of the Mission. No reporting will be sent to the Mission for them. Any Senior Missionary enrolled on the SSMP should not be using Mission funds to pay for their care. It is the expectation of the Church that these individuals will handle the coordination of services needed and any payment needed for their own care as well as seeking reimbursement from Aetna when their personal funds are used. A claim form and other helpful information for all enrolled on the SSMP can be found on the “Senior Missionaries” page of the custom website that Aetna has created for the Missions at <https://www.aetnainternational.com/en/site/lds.html>

For any inquiries regarding coverage under the SSMP or those related to Medicare upon return to the states, please refer then to:

DMBA/Missionary Medical Senior Missionary Assistance:

Toll free phone: 1-800-777-1647

Local/International phone: 801-578-5650

Fax: 801-578-5907

Email: srmissionary@dmba.com

Aetna International/Maxicare

Form to Request a Guarantee of Payment (GOP) for Care

For use by the **Missions/Missionaries** of **The Church of Jesus Christ of Latter-day Saints**

Instructions: Complete below or be prepared to provide this information when emailing or placing a phone call **before** each missionary goes to seek care. **Information below is needed whether request is made via Email or Phone.**

Email (preferred): aetnasupport@maxicare.com.ph

or Call: (632) 85821965 or (02) 85821965

NOTE: Be sure to clearly indicate that you and/or the Young Missionary is part of “The Church of Jesus Christ of Latter-day Saints.”

If Maxicare is not contacted until after the missionary is at the Maxicare accredited facility/provider, the missionary may wait longer; but care will be provided as long as the missionary is listed on Maxicare’s enrollment list from Aetna. **Once at the Maxicare accredited network facility/provider, please go to the referral office to declare covered by Maxicare, present ID card, and request the Letter of Authorization needed. If needed, a list of accredited hospitals, clinics, and doctors will be provided to you to use and select from.**

For Urgent requests (care needed in 24 hours or less), please call (632) 85821965 or (02) 85821965 and be prepared to provide the following information:

Mission Contact/Requestor’s Name:
Mission Contact/Requestor’s Relationship to the Mission (position/role):
Mission Contact/Requestor’s email:
Mission Contact/Requestor’s Phone Number (including Country & City Code):
Mission Contact/Requestor’s Location (City/Country):
Email Address(es) of any other contacts who should receive a copy of the GOP when issued:
Missionary/Patient’s FULL Name (First & Last):
Missionary/Patient’s Aetna W ID #:
Missionary/Patient’s Date of Birth (please use mm/dd/yyyy format):
What is the nature of the illness/injury/medical complaint (A brief explanation of symptoms. Ex. Knee pain, sore throat, abdominal pain, etc.):
Type of service(s) needed/requested (ex. MD consultation, ER visit, Hospital Admission, etc.):
Date of Service/Admission (planned or emergency):
Facility/Provider name (please be as specific as possible with facility/provider’s name):
Facility/Provider address/GPS location:
Facility/Provider phone number:
Physician Name (if known):
Physician Specialty (if known):

Maxicare will only issue a GOP and pay for facilities AND providers that are part of their Accredited Network. Just because a Maxicare Accredited Network facility is being utilized, there may be a financial responsibility to any Provider that is seen while there. Providers that see patients at accredited facilities, may not themselves be “accredited” with Maxicare. In these cases, payment will be expected for the services of the provider. The Mission/Missionary will need to be prepared to pay for these services “out-of-pocket.” A detailed receipt should be obtained, and reimbursement sought from Aetna International (not Maxicare).

GOP for any additional care (e.g., lab, x-ray), if needed, will require a physician’s order to be issued. An additional GOP request to Maxicare for these services will likely be necessary once physician’s order has been made/given. It is highly advisable that immediately following (or during if possible) the initial consultation, please go to the referral office at the facility to request any additional GOP needed. If needed, a list of accredited hospitals, clinics, and doctors will be provided to you to use and select from.

Escalation of a Requested Guarantee of Payment (GOP) Letter: If a GOP has been requested, and you have identified in the request that it is “URGENT” and for a missionary of The Church of Jesus Christ of Latter-day Saints and it has been over an hour since the request was initiated with Maxicare, please contact the following at Maxicare for assistance:

Jonathan Malayo
 Phone: 0917-5591683
 Email: Jonathan.malayo@maxicare.com.ph

Judith Ontimare
 Phone: 908 6900 local 1261 (office)
 0917-5216914 (mobile)
 Email: Judith.ontimare@maxicare.com.ph

Dick Mercado
 Phone: 02-79086900 local 1190 (office)
 0917-5003425 (mobile)
 Email: dick.mercado@maxicare.com.ph