

Aetna International Overview

For The Church of Jesus Christ of Latter-day Saints Missionary Medical Program Philippines - Maxicare

Welcome to Aetna International!

Aetna International (AI) has primarily been providing healthcare solutions and networks for expatriate plans to clients around the world, and to the missionaries of the Church since mid-2012. In the Philippines, we use a partner by the name Maxicare.

Maxicare's knowledge and experience in the Philippines will provide a valuable partnership to the Church. As members of the Aetna International program, missionaries will receive an Aetna International ID card which is tri-branded with the Maxicare and Allianz logo as well.

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 Maxicare's large provider network relationships with clinics and hospitals throughout the Philippines.
- Offer quality, cost-effective care with Maxicare's years of experience in navigating the Philippine healthcare system.

Provider Listings for the AMA, Mission President and wife will help direct care to the appropriate clinic/hospital who accepts direct payment from Maxicare/Aetna. However, care does not have to be accessed from a provider within the network. Read more about this on the following page.

Aetna International Team for the Church

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Based in California, USA

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)

ID Cards

The ID cards will be mailed directly to the Missions from Aetna and will be tri-branded with the 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 explains the process to request medical care. This process is the Missionary Medical process and has not changed.

When a missionary needs medical attention, they must still get approval from the Mission President or his wife, who will contact Maxicare on their behalf.

IMPORTANT: When a Missionary leaves your Mission to return home, all ID cards for them must be collected and destroyed.

Benefit Principles

Missionary Medical has set forth some benefit principles to guide your medical care decisions.

Both "Important – Missionary Instructions" and "Benefit Principles – A guide for Mission Presidents" can be found on the custom Aetna International website for the Missions at:

www.aetnainternational.com/en/site/lds.html



How Access Care using the Maxicare Accredited Network – Requesting a Guarantee of Payment (GOP)

The Mission or missionary should make appointment directly with the facility or medical provider within Maxicare's accredited network if direct settlement is required. The Mission should direct the missionary to go to Maxicare's accredited network facilities/providers and to present his/her ID card and another form of valid ID upon arrival.

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).

As soon as an appointment is made or as soon as a missionary is in-route to a Maxicare's accredited network facility/provider, the Mission should call or email a request to the following email address at Maxicare. If contacting them by email you will need to include all of the data, outlined on the last page (grid) of this document, in the email. You can copy and paste from this document into an email.

Calling or texting (632) 85821965 or (02) 85821965
Email - aetnasupport@maxicare.com.ph

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.

For your convenience, the Young Missionary information, including Aetna ID #s, will be provided on a monthly basis (via email to the main Mission address) in Excel format, with all of the Young Missionaries assigned to your Mission listed

Maxicare will then place a GOP with the facility/provider (referral office) requested by the Mission within the Maxicare accredited network. **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.

NOTE: 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.

GOPs are valid for 30 days from date of issue.

Upon completion of the consultation/treatment, the missionary will need to sign the GOP. If the missionary is asked to provide a form of payment, please have the facility contact Maxicare directly at (632) 85821965 or (02) 85821965.

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 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.

Accessing Care with a Provider NOT part of Maxicare's Accredited Network

Please know that in some of the Mission areas there may not be any facilities/providers that are part of Maxicare's accredited network facilities/providers, or Maxicare's accredited network facilities/providers may not be the ones you prefer to direct the missionaries to. **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.

If Maxicare does not have many providers in their network in this area, please do let us know and we will see if Maxicare is able to add any of your preferred providers.

Non-Emergency Care – Maxicare's Accredited Network

A GOP will be required and should be requested by calling/emailing Maxicare and be prepared with the information outlined on the last page of this document. Maxicare will work to place a GOP as soon as possible, **but this could take up to 24 hours depending on the provider's availability.** Maxicare's representatives are available 24 hours, 7 days a week. If the call is made after working business hours of the provider's office, Maxicare may have to wait until the office is open before confirming the GOP.

GOPs are valid for 30 days from date of issue.

Emergency Care - Maxicare's Accredited Network

Call the Maxicare office as soon as possible, but please know that care should not be delayed.

Phone: **(632) 85821965 or (02) 85821965**

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

Once the patient information is shared with Maxicare,

they will then try to coordinate with the facility to avoid the missionary from having to make a cash payment to the provider.

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.

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\(02\) 7798 7798](tel:0285821980(02)77987798)
- Naga [\(054\) 871 2070](tel:0548712070)
- Ormoc [\(053\) 832 9902](tel:0538329902)
- Palawan [\(048\) 716 5122](tel:0487165122)
- Pampanga [\(045\) 649 8005](tel:0456498005)

Dental/Vision Care– NOT COVERED FOR YOUNG MISSIONARIES

Dental and Vision covered under the plan for Young Missionaries as the result of an accident or injury ONLY. If any Dental or Vision care is needed as the result of an accident or injury, the Mission will need to pay for the care and submit to Aetna for reimbursement.

Physical Therapy and Chiropractic Care for Young Missionaries

Limited to 5 visits during entire term of missionary service. Any care needed in excess of 5 visits during a missionary's service, will need to be submitted for pre-authorization and approved by Missionary Medical in order to be paid under the plan.

If not approved by Missionary Medical, the cost of any sessions in excess of the 5 visits during a missionary's service will be the financial responsibility of the missionary's family.

Applies separately to both chiropractic and physical therapy (*a Young Missionary could have 5 chiropractic sessions and also have 5 physical therapy sessions*).

Physical Therapy: the 5 sessions during the entire term of missionary service limit applies based on the treatment of a singular body part. For example, a missionary could need 5 visits for a knee injury and then another 5 visits for a shoulder injury.

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.

Acne Medications

Missionary Department policy indicates that the Missions and Young Missionary insurance should not pay for the treatment of pre-mission conditions. It is difficult to isolate acne as not being a pre-mission condition for most 18 – 20 year-olds. However, Missionary Medical realize that changes in stress, diet, exercise, etc. (things that all happen for missionaries), can cause acne to initially occur or worsen. In these cases, it becomes a judgment call for the Mission President and his companion to determine if Church funds or insurance should be used to cover the cost of treatment for acne.

Missionary Medical does not expect the Aetna/Missionary Medical arrangements to cover the cost of **"over-the-counter"** medications or **"first-step"** efforts to treat skin conditions. But if the acne advances to the point that these simple remedies are not effective, you could arrange for formal medical treatment and that **would be covered** by the Aetna program.

More advanced acne treatment that involves powerful medications such as "Accutane" (Isotretinoin) is subject to specialized policies from the Missionary Department. Here is a link to a document about this: <https://www.dmba.com/sc/missionarymedical/contentviewer.aspx?c=mdguidelines/pdf/Acne.pdf> (this document is found under the "Policies" tab in "www.missionarymedical.org").

Reimbursement – 3 Claim Forms

Three (3) claim forms have been customized for the Church. Please choose the appropriate claim form depending on the method of reimbursement being requested.

1. **Claim Form – Mission President** (*Reimburse President*): Reimburse Mission President if personal funds were used or to pay provider directly.
2. **Claim Form – Reimburse Church** (*Reimburse Church*): Reimburse the Church if Mission funds were used. This is a per missionary standard claim form that can be used if missionary pays for a service.
3. **Claim Submission Spreadsheet** (*Reimburse Church-Preferred*): Reimburse the Church if Mission funds were used. This worksheet allows for multiple claims submissions for multiple Young Missionaries under on one form.

*****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 either of the forms from #2 and #3 above.*****

MissionaryMedical.org

The 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.

Submitting the Claim

1. Complete the appropriate claim form. (Claim forms located on www.missionarymedical.org or www.aetnainternational.com/en/site/lds.html)
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 or services performed.
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).
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 (PREFERRED) to:**
aiservice@aetna.com

Pre-Authorization of care for Young Missionaries by 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 preauthorization from Missionary Medical for certain care. Following this process is vital as it ultimately provides 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 preauthorization requirement does not apply to life-threatening emergency situations or procedures not identified below.

Preauthorization should be requested from 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 5 physical therapy visits
5. Cancer treatment including biopsy and pathology evaluation
6. 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, Missionary Medical will coordinate appropriate review and approvals with the Missionary Department.

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

This change was made for 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 Missionary Medical by email at MMInternationalTeam@dmba.com or by telephone at 801-578-5650 after dialing the appropriate country code(s).

Young Missionary Plan Coverage Basics

All medical expenses are covered at 100% for injury and illness. There are no limitations or exclusions, so whatever medical attention is needed will be covered. Prescription drugs are also covered at 100% (**EXCEPT** for “*prescription biologic medications*,” which are not covered). If a doctor prescribes a certain medication for a missionary, it will be covered.

The following are **NOT COVERED**:

- **Elective Procedures**
- **Pre-Mission Conditions**
- **Prescription Biologics** (*Refers to any type of medical therapy that is derived from a living organism such as humans, animals or micro-organisms*)
 - **EXCEPTION:** Covered only if Pre-Certified/Pre-Approved by Missionary Medical.
- **Routine Vaccinations** (*except flu*)
- **Routine Dental**
 - **EXCEPTION:** Urgent or emergency eye care is covered for the Young Missionaries only if the result of an injury or accident.
 - Mission Presidents and their families **ARE COVERED** for routine and emergency dental care needs.
- **Routine Eye Exams and Hardware** (*Glasses or Contacts*)
 - **EXCEPTION:** Urgent or emergency eye care is covered for the Young Missionaries only if the result of an injury or accident.
 - Mission Presidents and their families **ARE COVERED** for routine and emergency vision care needs.
- **Dermatological Products**
 - Makeup
 - Over-the-Counter Acne Medicine
 - Sunscreen
 - Bug spray
 - Lice Shampoos
 - Lotions and Creams
- **Dietary Products – Food Supplements**
 - Vitamins
 - Protein Shakes
 - BCAAs
 - Fitness or Energy Drinks
- **Over-the-Counter Medications - Do Not Require a Prescription**
 - Advil (Ibuprofen)
 - Tylenol (Acetaminophen)
 - Aleve (Naproxen-Sodium)
 - Excedrin (Acetaminophen and Aspirin)
 - Cold Medications
 - Allergy Medications
 - Nasal Sprays
- **Non-Prescription Medical Supplies**
 - Gloves
 - Face Masks
 - Hand Sanitizer
 - Healing Ointment
 - First Aid Supplies (*Band-Aids, Gauze, Tape, Alcohol, Hydrogen Peroxide, etc.*)

Resources for the AMA, Mission President and Wife

- **Aetna International Overview (this document)**: CRITICAL INFORMATION FOR UNDERSTANDING THE PROCESS
- **ID Card Letter**: Outlines the Missionary Medical process for the missionary on how and when to seek medical care. This letter is found under the “**Important – Missionary Instructions**” link 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/lids.html>
- **Benefit Principles**: Benefit principles set forth by Missionary Medical to guide your medical care decisions. This letter is found under the “**Benefit Principles – A guide for Mission Presidents**” link 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/lids.html>
- **Three (3) claim forms**: The forms are housed 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/lids.html> or can also be found at www.missionarymedical.org.
- **Young Missionary Listing in Excel format**: Monthly listing sent to the main Mission email address, with missionary name (as enrolled with Aetna), date of birth, Aetna ID#, and Aetna-assigned account number.

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

- **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/lids.html>

- **Senior Missionaries enrolled on the Senior Service Medical Plan (SSMP):** SSMP plans 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>
- **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 Missionary Medical.

If medical assistance is needed, the IFR will contact the DMBA 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. Extended medical coverage and 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>

Maxicare Form to request a Guarantee of Payment (GOP) for care. Information needed whether request is made via Email or Phone

Instructions: Complete below or be prepared to provide this information when emailing or placing a phone call **before** each missionary goes to seek care.

Email (preferred): aetnasupport@maxicare.com.ph
or Call/text (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 Maxicare at (632) 85821965 or (02) 85821965 and be prepared to provide the following information:

Caller’s Name & Relationship to the Mission (position/role):
Caller’s email and Phone Number and email (including Country & City Code):
Caller’s Location (City/Country):
Patient Name *:
Patient’s Aetna ID *:
Patient Date of Birth * (mm/dd/yyyy):
What is the nature of the illness/injury? (brief explanation <i>necessary</i>):
Requested Place of Service (if applicable):
Provider name:
Provider address:
Provider phone number:
Planned Date of Service/Admission *:
Type of service requested:

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.