

Prescriptions, Claim Forms, & Reimbursements

Prescription Medication & Claims for Reimbursement

Prescriptions are covered provided they were prescribed by a doctor for an illness that is covered by the policy. Over-the-counter medications as well as medications that are not medically necessary (birth control, vitamins, etc.) are not covered. In addition, for most policies medications for pre-existing conditions are not covered.

With the possible exception of prescriptions for FLEX and YES students, all prescriptions must initially be paid out of pocket and then submitted to the insurance company with a claim for reimbursement. Therefore, only FLEX and YES students should present their insurance card at the pharmacy. All other students are encouraged to download the **ScriptSave WellRx Card** at www.wellrx.com and present it at the pharmacy for instant savings on prescription medication.

CareMed Core Students

In addition to completing the insurance claim form, the student will need the following documentation for all prescription claims for reimbursement:

- The receipt indicating the prescriptions have been paid for.
- The prescription information provided by the pharmacy (often stapled to the bag with the receipt). If the host family or students no longer have these documents, they will need to contact the pharmacy to obtain duplicates.
- A copy of the after-visit summary received from the doctor's office indicating why the student was seen, what was prescribed, and what the prescriptions are for. If they did not receive an after-visit summary, they should contact the doctor's office for a copy.

STE Students

The documentation listed above should be submitted for reimbursement of out-of-pocket prescription costs.

WEA, WEB, WEF, and WEI Students

Prescription medications must clearly provide the name of the patient, price of the drug, and prescription quantity. A copy of the prescription is required along with the receipt.

FLEX & YES Students

Students and host families should visit www.sevencorners.com/gov/usdos to find a pharmacy within the OptumRx network, or they can call Pharmacy Member Services at 1.800.356.3477. The student's ASPE Identification Card contains all the information that the pharmacist needs, so the student should present their card at any of the Pharmacy Network providers in their area. Please note that there is a \$15 copay at the pharmacy for all brand name drugs when a generic equivalent is available.

If the student is asked to pay out of pocket for the prescription, they should be sure to save the original pharmacy receipt (not the register receipt) for reimbursement. The pharmacy receipt must include the student's name, the name and address of the pharmacy, the prescribing physician's name, the date the prescription was filled, and the name, strength, and quantity of the medication.

The Prescription Reimbursement Form can be found at the Seven Corners web address listed above, and the student should mail the completed claim form and prescription receipt(s) to the following address:

OptumRx Claims Department
P.O. Box 650334
Dallas, TX 75265-0334

Medical Claims & Billing**

With the exception of out-of-pocket expenses for prescriptions or copays that are required to be paid at the time of service, students and host families should avoid paying medical fees or bills directly and then seeking reimbursement. Instead, they should make sure they are selecting an in-network provider and having the clinic bill their insurance.

If a medical facility requires payment in advance, it is the student's responsibility to submit a completed claim form and supporting documentation to the insurance company (not to PAX) for reimbursement. The student should be sure to keep copies of everything they submit, and the following documentation should be included:

- Completed and signed claim form indicating where and to whom payment is to be sent.
- Itemized bill statement (including diagnosis, procedure codes, and breakdown of fees).
- Copy of the receipt.
- After-visit summary or medical records. Note that these can often be downloaded from MyChart if the student did not receive a copy at the visit.

**The Supervision team is ready to answer any questions about claims and help with any billing issues. If the host family receives a bill, please forward it to supervision@pax.org right away.

CareMed Core Students

The CareMed claim forms can be found on PAX Training, and they are electronically fillable. The completed claim form and documentation should be emailed to CareMed at submityourclaim@mycisi.com. Please note that all claim submissions need to be sent as PDF or Jpeg attachment files; claim images scanned within the body of the email are not acceptable. If the necessary information has been submitted, the claims review process typically takes 30-45 business days from the date the claims office receives the claim.

STE Students

Students can quickly and easily submit insurance claims online by scanning the QR code in their insurance packet or by going to www.hmr.de/en/claim-service/online-claim-form or www.hmr.de/schadenmeldung/online-schadenmeldung. If they need help with this process, students should email HanseMerkur at reiseleistung@hansemerkur.de.

WEA, WEB, WEF, and WEI Students

The claim form and instructions can be found on the student's personal insurance portal by scanning the QR code on the Member ID Card or by visiting www.avi-international.info/. The completed claim form and supporting documentation should be emailed to dhigclaims@oneteamhealth.com.

FLEX & YES Students

The Medical Claim Form, as well as other forms that may be required, can be found by visiting www.sevencorners.com/gov/usdos and clicking on "Forms" on the right side of the page. Please note that the Payment Authorization Form is required for reimbursements that should be sent to a third party; otherwise, all payments are sent to the student.

Important: The \$25 and \$75 copays are reimbursable by PAX. Visit www.pax.org/scholarship-reimbursement to fill out a reimbursement request.