



# Travel Benefit Guide

## Petersburg Borough



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# A Message Moda Health

## Considering an elective procedure? SurgeryCare can help.

Part of your Moda Wellbeing benefits, SurgeryCare from Transcarent, formerly BridgeHealth, connects you to high-quality, non-emergency surgical care and personalized care coordination. With SurgeryCare, your surgery costs are covered at 100% when you choose a SurgeryCare provider for a non-emergency procedure. So, all you have to do is show up for the surgery and focus on your recovery.

### How it works

1. When you sign up for SurgeryCare, a personalized care coordinator is assigned to you.
2. They'll learn your needs and preferences and manage all the details for your surgery, every step of the way.
3. From approvals and paperwork to travel reservations and scheduling, your care coordinator will guide you through the entire process.

### Reduce your out-of-pocket costs

1. For non-HDHP plans, your deductible and out-of-pocket maximum is waived. This means there is no cost to you to use SurgeryCare.
2. For HDHP plans, IRS rules dictate you must satisfy your deductible first. Then, we are able to waive your out-of-pocket maximum. This means your out-of-pocket costs are severely reduced.

**Please review this guide for more information.**

### Questions?

Please call a Transcarent Care Coordinator today at 888-387-3909. Or visit [transcarent.com/members](https://transcarent.com/members) to learn more.



# Need Surgery?

You deserve the best.

With Transcarent Surgery Care, **you pay \$0**. If you are enrolled in a high deductible plan, you pay \$0 after your deductible has been met.



## Our promise to you:



### EXPERIENCE

Leave the details to us. Our Care Coordinators are committed to giving you a better health and care experience. It's the personal support and guidance everyone deserves.



### RESULTS

You deserve to be treated like a VIP. We're committed to providing you the best possible outcome, and it starts with access to select providers who have been verified to deliver the best results specific to your needs.



### AFFORDABILITY

You don't have to avoid surgery because of cost. Moda Health and Transcarent are committed to providing you optimal care at a lower out-of-pocket cost to you.


*It was a wonderful experience for me. My care coordinator gave me several options. I chose a provider, and she handled everything else. It was so easy and seamless.*

— IANTHA  
Transcarent Member



## Moda Health Surgery Care Program Summary

<p><b>Care Coordination</b></p>	<p>Your Care Coordinator manages the entire surgery process so you don't have to – from answering your questions, handling paperwork, scheduling appointments, and all the logistics of your surgery, we've got you covered.</p>
<p><b>Coverage</b></p>	<p><b>PPO Plan</b>      Surgery costs are covered at 100%. There is no deductible or coinsurance when you choose a Transcarent provider.</p> <p><b>High Deductible Plan</b>      Surgery costs are covered at 100% after you meet your deductible. There is no coinsurance when you choose a Transcarent provider. Transcarent coordinates with your health plan to verify your remaining deductible amount prior to surgery. A credit card is required to pay the deductible balance.</p>
<p><b>Surgery Expenses</b></p>	<p>Surgery costs paid through Transcarent include:</p> <ul style="list-style-type: none"> <li>• Preoperative surgeon appointment</li> <li>• Surgery (all facility, anesthesia, surgical staff, and surgeon charges)</li> <li>• In-patient services, if a hospital stay is required</li> <li>• Postoperative surgeon appointment</li> </ul> <p>Medical expenses that occur before the preoperative surgeon appointment and after your postoperative appointment are covered by your health plan and subject to plan guidelines, deductible, and coinsurance.</p>
<p><b>Travel Expenses</b></p>	<p>If a local surgeon isn't an option and travel over 100 miles (one way) from the patient's primary residence is required, Transcarent pays travel expenses for the patient and a companion, including:</p> <ul style="list-style-type: none"> <li>• Airfare (coach unless first class is medically necessary)</li> <li>• Lodging (one double occupancy room)</li> <li>• Meals and incidentals allowance:             <ul style="list-style-type: none"> <li>– \$50 per day for the patient when not admitted (days 1-14)</li> <li>– \$50 per day for a companion (days 1-14)</li> <li>– \$125 per week per person after 14 days (days 15+)</li> </ul> </li> </ul> <p>Airfare and lodging must be arranged by your Transcarent Care Coordinator for coverage. A travel companion is required and must be at least 18 years of age. You'll receive a pre-paid debit card for meals and incidentals a few days before your surgery.</p>
<p><b>Surgical Procedures</b></p>	<p>Cardiac, General, Neurological, Orthopedic, Spine, Vascular, and Women's Health. Emergency, pediatric (under age 13), cancer, cosmetic, dental, diagnostic, vision and transplant procedures are not available through Transcarent Surgery Care.</p>



Get significant savings on out-of-pocket expenses when you need surgery

Questions? Call Transcarent Surgery Care at (888) 387-3909

**Planning for surgery can be stressful and overwhelming.** SurgeryCare from Transcarent connects you to high-quality surgical care and personalized care coordination. SurgeryCare also helps minimize or eliminate out of pocket costs. So all you have to do is show up for the surgery and focus on healing.

When you sign up for SurgeryCare, a dedicated care coordinator is assigned to you. They'll learn your needs and preferences and manage all the details for your surgery, every step of the way. From approvals and paperwork to travel reservations and scheduling, your care coordinator will guide you through the process.

## High quality care

Get up to three in-person, phone or online counseling SurgeryCare works with 176 surgical Centers of Excellence. This includes 700+ surgeons in 37 states. You'll be matched with a provider that's close to you and is right for your surgical needs. So, you can rest assured that you're getting good quality care – whether it's across town, or in the lower 48.

## Prioritizing your recovery

Your care coordinator helps you focus on your recovery, not on paperwork. They'll follow up the day after surgery and again 30 days later, making sure you're getting the support you need. They are always looking for ways to improve your care experience. In fact, SurgeryCare members have 80% fewer complications as compared to the national average.<sup>2</sup>

## 100% coverage of surgery costs<sup>1</sup>

When you choose a SurgeryCare provider, your surgery is covered at 100%. Deductible is waived for most non-HSA plans.

## Covered procedures

SurgeryCare covers non-emergency surgical procedures, including:

- Cardiac
- Vascular
- General surgery
- Spine
- Neurologic
- Women's health
- Orthopedic

## Ready to get started?

Download the Transcarent mobile app or visit [transcarent.com/members](https://transcarent.com/members) to get started.

## Questions?

Call a Transcarent Care Coordinator at 888-387-3909.





Get the care  
you need,  
**wherever** you live



Your **Moda Health travel benefits** cover transportation costs for special surgeries and emergency care. No matter where you live in **Alaska**, it's important to know that you have access to high-quality care and life-saving treatment when you need it.

As a valued Moda Health member in Alaska, your travel benefits cover transportation services for special elective surgeries, an unexpected illness, injury or life-threatening medical conditions. With Moda, you get the treatment and care when it matters most.



### Travel coverage for non-emergency surgeries

If you're planning an elective surgery, your Moda benefits cover **100%** of your travel expenses to see a qualified provider that's right for your surgical needs. Through our partner, **Transcarent Surgery Care**, a dedicated care coordinator will manage everything from approvals and paperwork to recovery and travel arrangements. All you have to do is show up for the surgery and focus on healing.

Your travel benefits cover transportation services to and from your surgery location for the following non-emergency surgeries:

- Cardiac
- Vascular
- General surgery
- Spine
- Neurologic
- Women's health
- Orthopedic



To learn more, call a Transcarent Surgery Care Coordinator at **888-387-3909**.





## Additional plan coverage for emergencies and other health conditions

Your Moda Health plan also covers transportation services for other non-emergency and life-threatening medical conditions or injuries, including:

### + Ambulance transportation

If you require emergency services that are not available at a local facility, licensed ground,<sup>1</sup> water and air ambulance transportation<sup>2</sup> and other services are covered on the way to the nearest facility that can provide you with the care you need. This includes non-emergency air ambulance transports from one facility to another.

*Prior authorization for non-emergency trips is required.*

### + Commercial transportation

When a sudden, life-threatening medical condition or injury requires you to travel to a facility with the treatment you need, one-way ground, water and air transportation services by a licensed commercial carrier are covered.

*Transportation outside of Alaska is limited to Seattle, Washington.*

### + Medical transportation

If you require care for a medical condition that is not available at a local facility, round-trip transportation services by a licensed commercial carrier are covered for you and a registered nurse or doctor<sup>3</sup> to the nearest facility that can provide you with the care you need. A parent or legal guardian may travel with members under the age of 18.

*A prior authorization is required.*

**This benefit also covers travel for:**

- First visit and one follow-up visit for therapeutic treatment
- One visit for pre- or postnatal care and one visit for the actual delivery
- One pre- or post-surgery visit and one visit for the actual surgery
- One visit for each allergic condition

1 Out-of-network Tier 3 ground ambulance providers may bill members for charges over the maximum plan allowance.

2 Services provided by a stretcher car, wheelchair car or other similar methods are not covered. These services are considered custodial.

3 Prior authorization is required. Written certification from the attending physician must be submitted and travel must be approved in advance. Reimbursement is limited to the cost of commercial air fare based on the lowest fare available at the time of the reservation. Expenses or fees beyond the cost of the airline ticket are not covered.



To learn more, please call our customer service team at **888-873-1395**.

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## Surgical Centers of Excellence make a difference

### Quality care from the nation's top surgical facilities

Having an elective procedure at a surgical Center of Excellence (COE) can provide several benefits to your employees. Known for delivering excellence outcomes and outstanding safety rates with a patient-first approach, COEs are recognized for outstanding quality and are consistently ranked among the top surgical facilities in the nation.

That's why SurgeryCare from Transcarent, formerly BridgeHealth, only contracts with COEs — to ensure your employees only go to top-quality facilities and surgeons with proven success rates for specific non-emergency surgeries.

We work directly with COEs to bundle medical costs of a surgery from start to finish so there are no surprise bills from the surgeon and the anesthesiologist and the hospital. All of the patient's expenses — from the preoperative appointment to the post-operative appointment — are covered in the bundled case rate.

Sincerely,  
Your Moda Health Sales and Account Services

#### **Employees considering surgery?**

If you have employees considering non-emergency (elective) surgery this year, let them know about this new member benefit that delivers high-quality care and helps drive down costs for elective procedures. By connecting Moda Health members to the highest quality facilities and surgeons while minimizing or eliminating their out-of-pocket costs, all they have to do is show up for the surgery and focus on their recovery. We take care of the rest.

***Share this [member flyer](#) with your employees to let them know about this 2022 benefit.***

With SurgeryCare, you'll also benefit from the lower cost of healthcare and the likelihood of your employees' quicker return to work.

**Questions?**

# Alaska Non-Emergency Medical Travel (NEMT) request form



Applies to medically necessary surgery or condition which cannot be treated locally:

- Prior authorization is required
- Written certification from the attending physician must be submitted
- Travel must be approved in advance of the trip

Member name	Date of birth (mm/dd/yyyy)	Subscriber ID	Member phone number
Provider/Physician		Contact name	Provider/Physician phone number
Facility (if applicable)		Facility contact name	Facility phone number
Primary diagnosis (written out)			
Description of treatment (written out)			
Departure date		Return date	

Description of need for travel

X

\_\_\_\_\_  
Patient signature

**Ready to submit?** Fax request form 800-522-7004, or secure email to [medical@modahealth.com](mailto:medical@modahealth.com)

**Questions?** Contact Moda Health at 855-232-6886 or at [medical@modahealth.com](mailto:medical@modahealth.com)