

REED COLLEGE HEALTH PLAN
Aetna Student Health
Aetna Life Insurance Company Policy #697431

HOW DO I FILE A MEDICAL CLAIM?

Be sure to present your Student Health Insurance Card when visiting a Medical Provider. If you are being treated by an In-Network Preferred Provider, your claim will automatically be submitted to Aetna Student Health by the Medical Provider. If you are being treated by a Non-Network Provider, you will need to verify with your Medical Provider on how your claim will be filed. Payment may be required up front. If the Provider does not file the claim form directly with Aetna Student Health, then you must file the claim by submitting an itemized bill immediately after treatment to Aetna. Your name, Aetna ID number and school name should be written clearly on all medical bills submitted. Always retain copies for your records. You can obtain an Aetna claim form online at www.aetnastudenthealth.com.

HOW DO I FILE A CLAIM FOR PRESCRIPTION(S) OBTAINED AT STUDENT HEALTH SERVICES*?

Each insured must obtain a claim form from the Reed Health Services or at www.aetnastudenthealth.com, complete the claimant's portion of the form, attach your receipt from Reed Health Services with the information on the prescription (name of prescription, date purchased, cost) and mail to Aetna Student Health.

SUBMIT ALL CLAIMS OR INQUIRIES TO:
AETNA STUDENT HEALTH
P O BOX 15708
BOSTON MA 02215-0014
1-866-574-8289 (Toll-free)

* All other prescriptions must be obtained at Participating Retail Pharmacies. These prescriptions are processed by Aetna Pharmacy Management upon presentation of your Health ID Card. To make an inquiry, or to find participating retail pharmacies you may access Aetna DocFind® at www.aetnastudenthealth.com.

STILL HAVE QUESTIONS?

Call the Reed Health Services at 503-777-7281. If you are new to campus we suggest you come in to the Reed Health Services to get information on what is covered and find out more about how to use this plan, as well as visit the Reed Health Services staff. We will be happy to assist you with enrollment or answer any questions you may have.

IMPORTANT TELEPHONE NUMBERS:

Reed College:	Health Services.....503-777-7281
	Counseling Center.....503-771-1112 Ext. 7349
	Community Safety.....503-777-7533
	Community Careline.....1-800-607-5501
Insurance Agency:	USI Northwest.....503-295-6357
Claims Administrator:	Aetna Student Health1-866-574-8289 (Toll-free)
	Informed Health® Line.....1-800-566-1555 (24 hours)