



# Notice of Potential Eligibility for Travel Reimbursement

This notice is for members who have **an approved network exception** to get behavioral health services (*mental health or substance use disorder services*) from an out-of-network provider at the in-network benefit level.

You may be eligible for reimbursement of food, travel, and lodging expenses for travel needed to visit an out-of-network provider, if:

- You have an approved network exception in place for behavioral services.
- Network exceptions may be approved if you can't find a provider for the behavioral health services that you need within 100 miles. To request a network exception, call the number on your ID card.
- Without an approved network exception, reimbursement of food, travel and lodging expenses will be denied. If your claim is denied, you can appeal the decision. Contact the number on your ID card for more information.
- The expenses were for travel related to the approved network exception.
- You submit the claim form within 60 days of the last date you received services.
- You have a Blue Cross and Blue Shield of Illinois health plan subject to the Illinois Department of Insurance.

Expenses will be reimbursed at the following rates:

- Food and lodging will be based on the United States General Services Administration prevailing rates. You can find the current rates at: [gsa.gov/travel/plan-book/per-diem-rates](https://gsa.gov/travel/plan-book/per-diem-rates).
- Mileage will be based on the IRS self-employed standard mileage rates. You can find the current rates at: [irs.gov/tax-professionals/standard-mileage-rates](https://irs.gov/tax-professionals/standard-mileage-rates).

To file a claim for reimbursement, submit a completed **Behavioral Health Travel Reimbursement Request Form** with itemized bills and receipts to:

Blue Cross and Blue Shield of Illinois  
PO Box 660603  
Dallas, TX 75266-0603

You can also submit a claim online by sending a secure message through Blue Access for Members<sup>SM</sup> if Secure Messaging is available for your plan:

## **SUBMITTING A CLAIM**

- Log in to Blue Access for Members with username and password.
- Click on **Messages** on the top right-hand corner of the screen.
- Select **New Messages** on the left-hand side of Message Center and a new message will appear.
- In the **To** field drop down select Claims Submission Attachment.
- In the **Plan** field select the plan for which you're submitting a claim.
- In the **Subject** field type New Claim Submission.
- In the **Message** field put any other information you want to include about your claim.
- Click **Add Attachment** to attach **Behavioral Health Access Travel Reimbursement Request Form** and electronic copies of your receipts.
- Click **Send** once everything has been completed.

**For ALL Travel and Lodging QUESTIONS, call the Customer Service number on the back of your insurance ID card.**