

Center of Excellence Travel Benefit program for substance abuse and addiction treatment administrative policy

The Center of Excellence Travel Benefit program for substance abuse and addiction treatment allows for reimbursement of transportation and lodging when an Ascension SmartHealth Medical Plan (SmartHealth) member seeks services at an Ascension Network Center of Excellence (COE) facility.

Covered travel costs

This benefit is only available for members who receive inpatient addiction treatment at Ascension Brighton Center for Recovery or Ascension Illinois Foglia Family Foundation (COE facilities). SmartHealth will cover the cost of transportation and lodging arrangements made through Carlson Wagonlit Travel (CWT) for the member and one (1) travel companion who will accompany the member to the facility prior to admission and upon discharge.

For members who live within a 50-mile radius of the facility, the cost of transportation to the facility will be covered if needed, but the cost of lodging will not be covered for the member or travel companion.

Hotel lodging expenses incurred by the companion are covered by SmartHealth when arranged through CWT travel* at a pre-selected, covered hotel participating in the travel benefit program. Hotel lodging expenses will be covered for one (1) night while accompanying the member to treatment and one (1) night when accompanying the member home from treatment. Any other lodging expenses will be the responsibility of the travel companion. The travel companion will be required to provide a credit card at check-in to cover any incidental charges incurred during the stay.

*Travel must be arranged by the Covered Ascension COE facility through CWT in order to be covered by this program.

Maximum benefit

The maximum allowable lifetime benefit per participant for the SmartHealth addiction residential treatment COE travel benefit is \$10,000. Note: This travel limit accumulates separately from the maximum allowable benefit under the SmartHealth administrative policy: travel benefit.

SmartHealth®

Under applicable law, some benefits may be required to be included in taxable income. This benefit is only available when the member is receiving treatment on an inpatient basis at one of the Covered Ascension CEO facilities. It is not available for any stay that is considered a hospital observation stay (as defined in the SmartHealth plan document) even if an overnight stay may be required. This benefit is also not available for treatment received at a National Network or out-of-network provider.

Allowances – in general

- **Travel allowances:** The costs of round trip transportation between the patient's home and the facility (air - economy class only, train, bus, rental car) is reimbursed only if arranged through CWT. If traveling by rental car, the cost of parking, tolls and gasoline will be reimbursed in addition to the cost of the rental car. If traveling by personal auto, mileage is reimbursed at the published IRS standard reimbursement rate for personal vehicle usage on the date the claim is incurred in addition to the cost of parking, tolls and gasoline. Standard mileage rate information is available at www.irs.gov.
- **Lodging allowance:** Expenses incurred by the member and/or a companion for hotel lodging are covered by SmartHealth when arranged through CWT for one (1) night before admission and one (1) night upon discharge.
- **Companions:** One (1) companion is allowed for an adult member.
- **Maximum benefit:** The maximum allowable lifetime travel benefit is \$10,000 per participant.

Limitations

- SmartHealth will not reimburse members for travel expenses to return home if the member does not complete the COE program and leaves the facility against medical advice.
- SmartHealth reserves the right to deny future COE travel coverage for members who leave the facility prior to completing treatment and against medical advice.

Excluded services

The costs for items not directly related to travel and lodging are not reimbursable. They include, but are not limited to:

- Meals
- Alcoholic beverages
- Car maintenance
- Cards, stationery, stamps
- Clothing
- Dry cleaning
- Entertainment, including WiFi, cable television, books, magazines, movie rentals and more



SmartHealth[®]

- Cell phone charges
- Household products
- Household utilities including cleaning services, childcare and more
- Kennel fees
- Laundry services
- Security deposits
- Toiletries

In the case of a conflict between this document and the official Ascension SmartHealth medical plan document, the language in the plan document will prevail. Any terms defined in the plan document take precedence.

Admittance process

1. The SmartHealth member contacts the Ascension COE facility to request admission. The admissions coordinator takes basic information and advises the member that he or she must end the call to verify insurance but will call the member to complete the intake process, usually within one (1) hour.
2. The Ascension COE facility will contact ABS at 888-492-6811 to confirm SmartHealth eligibility.
3. The admissions coordinator contacts the member to finish phone screening and to complete the intake process. The admissions coordinator advises the SmartHealth member that he or she is responsible for having an Adult Medical Clearance Form completed by the member's health care provider. This can occur during a primary care visit, urgent care visit or an ER visit. Once completed, the form must be faxed to the Ascension COE facility prior to admission. The admissions coordinator instructs the member on how to access the Adult Medical Clearance Form.
4. The Ascension COE facility will review the Adult Medical Clearance Form upon receipt.
5. Once admission is approved, the admissions coordinator will contact CWT to arrange travel for the member and companion, if applicable. The Ascension COE facility must complete a Travel Request Form on behalf of the member and email it to the CWT VIP Team at viptravel.us@contactcwt.com and the SmartHealth Finance Team at smarthealthfinance@ascension.org. Once the admission is approved, the admissions office should allow 24 to 48 hours for CWT to coordinate travel and lodging logistics with the admission date to the facility.
6. The Ascension COE facility will arrange for ground transportation to and from the airport, if applicable, to their facility. Lyft is preferred when arranged by the facility for ground transportation for the member and companion.
7. As the member progresses through the program, the facility will contact CWT to arrange for travel home once a discharge date has been determined.



SmartHealth[®]

8. For members in the St. John Health System (Tulsa, Oklahoma) Ministry Market, the Ascension COE facility must notify Community Care at 888-589-5214 of the member's Date of Admission and Date of Discharge for the Inpatient claim to be paid.
9. For all other members, the Ascension COE facility must enter the members Date of Admission and Date of Discharge on the eQHealth platform for the Inpatient claim to be paid.
10. SmartHealth will cover the cost of the Continued Connection Program offered at the Ascension Illinois Addictions Alumni Program offered at Foglia Family Foundation for one year following the member's discharge.

Policy date: January 2021



Ascension