



Travel and Lodging Benefit administered by UnitedHealthcare Frequently Asked Questions

External

7/28/22

**United
Healthcare**

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7/28/22

TABLE OF CONTENTS

Note: to view the FAQs and to navigate more easily, go to VIEW and click on Navigation. A clickable table of contents will appear on left side of the screen, and you will have a search bar to search key words that may help locate your question and answer more easily.

TABLE OF CONTENTS	1
TRAVEL AND LODGING (T&L)	2
T&L FULLY INSURED STATUS	4
T&L SELF-FUNDED STATUS	5
T&L LEVEL FUNDED	6
T&L BENEFITS	7
T&L STANDARD TRAVEL COVERED & NOT COVERED EXPENSES	9
T&L TAXATION AND REIMBURSEMENT	11
T&L COVERAGE CONSIDERATIONS	13
MEMBER INFORMATION ON T&L BENEFITS	15
STANDARD T&L BENEFIT FAQs FOR A MEMBER	15

TRAVEL AND LODGING (T&L)

Is UnitedHealthcare seeing requests from employers to add a travel and lodging benefit to their group health plan? [New 6/24/22](#)

UnitedHealthcare has received requests from self-funded customers to cover enrollee expenses for travel and lodging when an enrollee is required to travel out of state to obtain a covered service not available to them in their resident state because of law or regulation.

What can UnitedHealthcare administer at the request of a self-funded customer? [New 6/24/22](#)

At no additional cost, UnitedHealthcare may administer our standard travel and lodging benefit for self-funded customers that choose to deploy this benefit in connection with their plan. Standard options provide for a maximum benefit of between \$500 to \$2000 per year with a minimum travel distance of at least 50 miles or greater from the plan participant's home address. Reimbursements will be made in alignment with IRS guidelines so that this benefit will not generate a tax liability for the member.

UnitedHealthcare may evaluate other options for your plan. Such options may have other implications for your plan, such as implementation costs, W-2 reporting and tax implications for the employer group and individual, as well as longer implementation time frames.

Self-funded customers should contact their UnitedHealthcare account management team if interested in adding this benefit to their plan.

What commercial medical plans can a travel and lodging benefit be implemented for? [New 7/22/22](#)

Self-funded can add T&L benefits to all plans. T&L is applied at the plan level.

What is the process to add T&L benefits to an existing self-funded customer? [Update 7/13/22](#)

The account management and implementation teams should follow the standard benefit change process to implement the new T&L benefit requested by the self-funded customer. This benefit is separate from the Optum Complex Medical Conditions T&L program.

The UnitedHealthcare administered T&L implementation process is currently being enhanced and will be available shortly.

Self-funded customers should contact their UnitedHealthcare account management team if interested in adding this benefit to their plan.

Is it feasible to make a mid-year change covering travel expenses for non-emergency care? [New 6/24/22](#)

At this time, UnitedHealthcare can support a mid-year change to include coverage for our standard option T&L benefits for our self-funded clients that request that this benefit be added. Clients should work with their account management team for specific customer requirements.

Mid-year plan change is allowed when implementing a T&L benefit effective on or after 7/1/22. Effective dates for self-funded customers should follow the standard effective date rules, e.g., effective date the first of the month. Discuss options with your UnitedHealthcare account team.

How quickly can a mid-year benefit change be implemented? [New 6/24/22](#)

Generally, the lead time is 60 to 90 days. Non-standard options will need to go through exception process and will generally have longer implementation timelines.

All claims follow standard processing rules.

How soon, can a T&L benefit be added? [New 6/24/22](#)

For self-funded groups, the standard is to use the first of the month following when the self-funded group informs us of their decision to add T&L benefits.

For fully insured plans, it would be when the rider is available for purchase by the customer.

Does UnitedHealthcare require a radius limit for T&L? [New 6/24/22](#)

UnitedHealthcare standard is 50 miles or greater from the plan participant's residence home address. Other options are available for self-funded groups by requesting an exception through the account team. Reference the AOP.

We will verify travel distance via member attestation process.

How will your customer service or consumer advocates assist members with T&L benefits? [New 6/24/22](#)

UnitedHealthcare's consumer service center representatives are provided with customer-specific alerts.

The call centers may look up a member's benefits to see if they are eligible for T&L. They may also explain the benefit features and limits and how to submit for reimbursement based on the benefit.

The call center can also email a link to the member where they may submit the receipts for reimbursement digitally. For members who cannot submit receipts digitally or who prefer paper there is a paper claim form available.

Members looking to use the T&L benefit must follow the coverage outlined in their benefit plans. As they can now, members may locate network providers using the provider look-up tool on myuhc.com.

Will customer service representatives or consumer advocates support travel arrangements or is the member responsible? [New 6/24/22](#)

UnitedHealthcare service center representatives and consumer advocates cannot assist with arranging travel services. Call centers will follow standard protocol regarding members calling who wish to have access to network directory information. Members will be referred to the UnitedHealthcare online directory for information. The member is responsible for making their own arrangements. As they can now, members may locate network providers using the provider look-up tool on myuhc.com.

T&L FULLY INSURED STATUS

Are T&L benefits available for fully insured plans? [New 6/29/22](#)

UnitedHealthcare is required to obtain approval from state departments of insurance before offering additional benefits via rider or otherwise modifying our fully insured plans. While UnitedHealthcare is in discussions with states related to the potential of adding travel and lodging benefits to its fully insured plans, this benefit is not presently available. UnitedHealthcare will continue to update brokers and customers.

For fully insured plans, can you administer a travel benefit for certain services? [New 7/13/22](#)

For fully insured, UnitedHealthcare is required to follow state insurance laws with respect to covered services. At present, travel and lodging benefits are not included as part of most state insurance mandates. However, UnitedHealthcare is exploring the ability to provide a travel and lodging benefit with state insurance departments.

What is UnitedHealthcare doing to increase access to these T&L services? [New 6/29/22](#)

UnitedHealthcare intends to file benefit riders to add travel and lodging benefits to many of our Certificates of Coverage (COCs) to facilitate access to covered health services. Riders are subject to approval by each state's department of insurance.

Currently, travel and lodging benefits are not included in the standard fully insured COCs. The travel and lodging benefit, if approved by regulators, will cover all covered services under the policy which, because of law or regulation, are not available in the member's resident state.

Do states have to approve our fully insured riders to include a Travel and Lodging benefit? [New 7/13/22](#)

Some states are "file and use", and the rider will be available for use once filed. In other states approval is required before the rider can be offered to fully insured groups. Customers should check with their account management team to understand if a fully insured T&L rider is available in their state.

If a state does not approve the UnitedHealthcare Travel and Lodging rider, what recourse does the company have? [New 6/29/22](#)

UnitedHealthcare can only make available those benefits that are approved by state regulatory authorities for fully insured product offerings.

How long will it take to get these riders approved? [New 6/29/22](#)

UnitedHealthcare cannot speculate on how long or whether T&L riders will be approved in various states.

T&L SELF-FUNDED STATUS

How will T&L apply to self-funded plans? [Update 7/28/22](#)

Self-funded plans administered by UnitedHealthcare, UMR and Surest® (BIND) will include travel and lodging benefits upon customer's request subject to certain limitations.

- Non-standard T&L options must go through your UnitedHealthcare account team to ensure we can support the specific request and that the change is accurately included in plan documents and in our systems.
- Self-funded clients must consult with their own legal counsel with regard to this benefit and any others offered under their plan.

Will there be a cost to self-funded groups to administer T&L benefits? [New 6/24/22](#)

There is no charge for administration of standard T&L benefits. Non-standard requests may not be approved or may require additional fees. Discuss with your UnitedHealthcare account team.

What type of reporting will be available for self-funded groups? [Update 7/13/22](#)

Travel and lodging reporting will be available in the aggregate or as a detail report.

HIPAA and privacy data considerations apply.

What type of reporting will be available for self-funded groups? Will services for T&L identify the reason for the T&L? [New 6/24/22](#)

Travel and lodging reporting is under development.

HIPAA data considerations apply.

Would UnitedHealthcare support performance guarantees on T&L benefits or support an external audit? [New 6/24/22](#)

Performance guarantees or external audits are not supported at this time.

T&L LEVEL FUNDED

How will T&L apply to level-funded plans? [New 7/22/22](#)

Level-funded plans administered by UnitedHealthcare, and Oxford HealthPlan LLC will include travel and lodging benefits starting at the plan sponsors next renewal date.

- Level-funded clients must consult with their own legal counsel about this benefit and any others offered under their plan.
- The reimbursement will follow IRS guidelines

Will there be a cost to level-funded groups to administer T&L benefits? [New 7/22/22](#)

There is no charge for administration of standard T&L benefits.

What type of reporting will be available for level-funded groups? Will services for T&L identify the reason for the T&L? [New 7/22/22](#)

Travel and lodging costs will be applied to the stoploss policy and will be included in the plan sponsors monthly reporting package. The costs will not be identifiable specifically and will be included as any other medical cost.

What services are included in the standard benefit? [New 7/22/22](#)

The standard medical T&L benefit applies to covered health care services that are not available in the member's state of residence due to law or regulation.

Non-covered benefits are not eligible for a T&L benefit. For example, travel to another state to obtain a service not otherwise covered under the benefit plan.

The T&L benefit that is administered by UnitedHealthcare is not related to the Optum Complex Medical Conditions T&L program.

Will UnitedHealthcare administer T&L benefits for level-funded groups that want to expand T&L offerings? [New 7/22/22](#)

No. Level-funded groups will have a standard offering across all groups.

Would there be any travel radius/limit? (e.g., does the member have to go to the next closest state by mileage?) [New 7/22/22](#)

The standard is 50 miles or greater from the plan participant's residence home address.

T&L BENEFITS

Note: The standard benefit applies to fully insured (based on state approval) and ASO groups that follow UnitedHealthcare standard, unless specifically noted.

What services are included in the standard benefit? **New 6/24/22**

The standard medical T&L benefit applies to covered health care services that are not available in the member's state of residence due to law or regulation.

Non-covered benefits are not eligible for a T&L benefit. For example, travel to another state to obtain a service not otherwise covered under the benefit plan.

The T&L benefit that is administered by UnitedHealthcare is not related to the Optum Complex Medical Conditions T&L program.

Is this Travel and Lodging Benefit the same as the Optum Complex Medical Conditions Travel and Lodging Benefit? **New 7/13/22**

No, the Travel and Lodging Benefit is not the same benefit as the Optum Complex Medical Conditions Travel and Lodging Benefit.

If members are receiving care for a complex medical condition and have questions about their Optum Complex Medical Condition Travel and Lodging Benefit, they should contact their case manager.

When does the T&L benefit apply to a member of a self-funded plan? **New 7/13/22**

Travel and Lodging assistance is available for a member, or an eligible family member, covered under their medical plan when:

- The employer's plan includes a T&L benefit
- The member has expenses related to health care services that are covered under their plan
- The covered health care service is not available in the member's state as a result of law or regulation
- The member must travel a minimum distance from their residence for that service

What coverage is available with the self-funded Travel and Lodging benefit? **New 7/13/22**

Generally, reimbursement for Travel and Lodging has yearly maximum depending upon your plan design. This includes:

- **The cost of caregiver(s) traveling with a member.** Members can be accompanied by a caregiver or relative. If the member receiving care is under the age of 18, two caregivers or relatives may accompany the member.
- **Approved transportation coverage related to the medical service.**
- **Lodging coverage**, which includes reimbursement for:
 - Up to a maximum of \$50 per day for the member
 - Up to \$100 per day if the member is accompanied by a caregiver or a relative

Will UnitedHealthcare administer T&L benefits for self-funded groups that want to expand T&L offerings? [New 6/24/22](#)

Yes. Self-funded groups may request to include additional services in the T&L program. Interested customers should speak with their UnitedHealthcare account team. Customers should review any benefit changes with their counsel to ensure Mental Health Parity requirements are met.

Would T&L benefits be allowed for gap exceptions? [New 6/24/22](#)

Standard GAP exception approval applies.

Would there be any travel radius/limit? (e.g., does the member have to go to the next closest state by mileage?) [New 6/24/22](#)

The standard is 50 miles or greater from the plan participant's residence home address

How does the T&L benefit measure the minimum mileage requirement? [New 6/24/22](#)

Mileage is based on distance from the plan participant's residence home address on file.

When the member submits the receipts for reimbursement, they attest to the mileage requirement.

Are meals included in the T&L benefit? [New 6/24/22](#)

No.

What is the standard travel benefit maximum? [New 6/24/22](#)

The standard benefit has an annual maximum. This annual maximum is \$500 to \$2,000 for the medical T&L benefit. The maximum allowed includes the cost of lodging for caregiver(s) traveling with the patient.

The lodging maximum per day is \$50 for the participant or \$100 if traveling with a caregiver or for a child with up to 2 family members.

This T&L benefit administered by UnitedHealthcare is a separate benefit, and is in addition to the \$10,000 lifetime limit for Optum Care Management Center of Excellence (COE) T&L benefit (complex care such as transplants, bariatric surgery, etc.)

The T&L benefit administered by UnitedHealthcare and the Optum Complex Medical Conditions/COE benefit are separate and distinct benefits and do not cross accumulate towards the travel and lodging lifetime maximum.

Self-funded groups have flexibility to customize either the annual and/or lifetime amounts. The customer should discuss the limits they wish to implement with their account management team who can implement the plan change.

Is there a lifetime maximum? [New 6/24/22](#)

No. At this time there is no lifetime maximum on the standard Medical T&L benefit.

There is a lifetime maximum that is part of a separate Optum Complex Medical Conditions T&L benefit for transplant and other critical care services.

A lifetime maximum is permitted for the T&L benefit administered by UnitedHealthcare.

However, the T&L benefit and Optum Complex Medical Conditions/COE T&L are separate distinct benefit plans. The maximum for the UHC T&L benefits will not accumulate towards the Optum travel and lodging \$10,000 lifetime maximum.

Would the travel benefit cover family members who could accompany the member receiving the service? [New 6/24/22](#)

The T&L benefit allows for 1 caregiver or 2 family members if the person receiving the service is a child.

- The T&L benefit is up to \$50/day for the individual, based on IRS guidelines.
- The T&L benefits is up to \$100/day if a caregiver or two family members (for child) accompany the person receiving care based on IRS guidelines.

T&L STANDARD TRAVEL COVERED & NOT COVERED EXPENSES

If a self-funded plan offers a Travel and Lodging (T&L) benefit, what does it standardly cover? [New 7/15/22](#)

The following are expenses that are included in a travel and lodging benefit when offered by a self-funded plan. All reimbursable amounts are generally subject to the plan's deductible:

- Airline tickets (economy or coach)
- Uber/Lyft fees
- Taxi
- Rental car and gas
- Personal car and gas OR IRS medical mileage allowance
- Train, bus, subway
- Parking, tolls
- Lodging — IRS allowed amount of \$50/diem or \$100/diem if with a caregiver or when traveling with two parents with a child under 18

Is an annual or lifetime maximum part of a Travel and Lodging (T&L) benefit offered by a self-funded plan? [New 7/15/22](#)

An annual maximum is applicable to the travel and lodging benefit. A self-funded plan may choose to include a lifetime maximum or both an annual and lifetime maximum.

What items are not covered under a Travel and Lodging (T&L) benefit offered by a self-funded plan? [New 7/15/22](#)

Examples of lodging items that are not covered (not inclusive list)

- Groceries
- Personal or cleaning supplies
- Meals/Beverages
- Over-the-counter dressings, medical supplies, and personal care items

- Deposits
- Phone calls, newspapers, movie rentals
- Tips

Can a Travel and Lodging (T&L) benefit be modified to cover other services for a self-funded customer? [New 7/15/22](#)

Yes. Customer should speak with their UnitedHealthcare representative.

All Services other than Optum complex medical condition Programs, includes Mental Health

OR

Any Single or Combination of Services (1-4) for procedure type or diagnosis type

- 1) Gender Dysphoria*
- 2) Elective Termination of Pregnancy*
- 3) All Surgeries*
- 4) All mental health and substance abuse

* As always, the self-funded customer should discuss their proposed approach with their own legal counsel.

T&L TAXATION AND REIMBURSEMENT

Is the T&L benefit taxable or non-taxable? [New 6/24/22](#)

The tax status of the T&L benefit depends on the program terms selected by the customer. Clients are directed to their legal counsel for interpretation of any state or federal laws and tax implications.

How are existing travel and lodging benefits administered regarding tax implications? [New 7/13/22](#)

The tax status of the T&L benefit depends on the program terms selected by the customer. Clients are directed to consult their legal counsel for interpretation of any state or federal laws and tax implications.

What is the members responsibility? [Update 7/18/22](#)

- Members are required to submit the UnitedHealthcare standard T&L claim form with valid receipts to obtain reimbursement.
- Receipts must be submitted within one year of when the expense was incurred.

What does UnitedHealthcare consider when processing the claim reimbursement? [New 6/24/22](#)

- The member confirms the requisite distance from the plan participant's home address to the facility is at least 50 miles via the claim form attestation.
- Confirm if the services were rendered +/- 7 days of when the travel and lodging was used.
- Review submitted receipts.

Are there member tax implications if a Travel and Lodging (T&L) benefit is offered? [New 7/7/22](#)

The standard T&L benefit administered by UHC for self-funded plans does not generate any tax liability for the member.

How will members be reimbursed for Travel and Lodging (T&L) covered services? [New 7/7/22](#)

- Customers with standard T&L benefits have the ability to submit receipts for reimbursement via digital submission on the myuhc/member portals. In addition, if the member prefers to submit a paper form, the member may call the number on their ID Card and the call center agent can text or email the online link for the paper form or can mail a paper form to the member who chooses not to submit the receipts online (digitally).
- Customers with nonstandard T&L benefits do not have a digital option but a non-standard paper form will be in the myuhc/member portal. The member may also call the number on their ID Card

and the call center agent can text or email the online link for the paper form or can mail a paper form.

T&L COVERAGE CONSIDERATIONS

If a member travels to receive a covered service that is eligible for reimbursement under the Travel and Lodging benefit, but ultimately decides not to proceed with the procedure, would their T&L expenses still be reimbursed? [New 6/24/22](#)

A paid claim for the covered service is required to be reimbursed for the associated travel and lodging benefit.

Does UnitedHealthcare validate that the service is provided in another state? [New 6/24/22](#)

Digital and paper claim submission are used for validation.

Does the deductible need to be met before the T&L benefit applies? [New 6/24/22](#)

Yes, for standard T&L the member is required to meet their deductible first before there is any UnitedHealthcare T&L benefit. However, the customer may request that deductible and cost share do not apply for all plans other than HDHP.

How are expenses reimbursed and must a plan deductible be met prior to the Travel and Lodging benefit being applied? [New 7/13/22](#)

Yes, any expenses will first be applied to the member's deductible if the deductible has not yet been met.

- For standard Travel and Lodging benefits the member is required to meet their deductible first before any reimbursement would be made.
- Self-funded customers may request that deductible and cost share do not apply for a plan other than a high deductible health plan.

Travel and Lodging costs apply to both the INN deductible and INN out-of-pocket.

For HSA eligible plans are T&L benefits reimbursed on a pre-deductible basis? [New 7/13/22](#)

Travel and lodging services are paid after the deductible.

Will the T&L benefit apply for complications connected with a covered service that was eligible for T&L reimbursement? [New 6/24/22](#)

Yes. The plan will pay for complication services based on provider billing.

While it's unlikely that a member would be required to travel for the complication, if they did, the T&L benefit would apply if a claim were submitted for the subsequent visit.

Are there different codes for payment for the travel portion of the benefit vs. the lodging portion? [New 6/24/22](#)

Yes.

Will the member need to submit T&L separately as a manual claim submission or via a T&L claim form that is automated? [New 6/24/22](#)

Both will be allowed but the member will be responsible for either submission of the automated form or sending in the form for payment.

The T&L will be matched to the same date or close date of service for the covered service under the T&L benefit.

Will the members address be required on the claim for submission? [New 6/24/22](#)

Yes

Is there a list of exclusions related to the T&L benefit? [New 6/24/22](#)

UnitedHealthcare does not support the following for T&L even when a customization is requested:

- When plan does not have a T&L benefit
- When the service is out-of-network (OON), and the plan does not have OON benefits
- Separate limits for in-network (INN) and out-of-network (OON)
- Expanded dollar limits beyond what IRS treats as nontaxable to the member
- Request to validate member is required to and/or use “nearest provider”
- Request for paying based on bundle or episode of care at this time
- Request to add dollar maximum based on condition/service or occurrence/episode of care
- Request to pay T&L under the T&L benefit administered by UnitedHealthcare for member getting care that should be covered under Optum Complex Medical Conditions
- International travel
- Request that cannot be operationalized or operationalizing would require extensive/expensive systems or support

MEMBER INFORMATION ON T&L BENEFITS

How can members get information regarding T&L services? [New 7/13/22](#)

The call centers may look up a member's benefits to see if they are eligible for T&L. They may also explain the benefit features and limits and how to submit for reimbursement based on the benefit.

For members who cannot submit receipts digitally, or who prefer paper, may call UnitedHealthcare using the number on their ID Card and a link to the form, or a paper copy of the form, will be provided.

When a member contacts the call center for a claim form to submit receipts for the T&L benefit, the call center can also text or email a link to the online T&L form to the member.

UnitedHealthcare service center representatives and consumer advocates cannot assist with arranging travel services.

Members looking to use the T&L benefit must follow the coverage outlined in their benefit plans. As they can now, members may locate network providers using the provider look-up tool on myuhc.com.

A member's Certificate of Coverage or Summary Plan Description would include a reference to benefits.

How may a member learn more about the Travel and Lodging benefit for their self-funded health benefit plan? [New 7/13/22](#)

Members may contact the number on their UnitedHealthcare member ID card for information to determine whether their plan has a Travel and Lodging benefit.

What is a member required to submit to receive reimbursement for Travel and Lodging expenses? [New 7/13/22](#)

Members will need to complete the Travel and Lodging reimbursement claim form on myuhc.com or the member may call the number on their UnitedHealthcare member ID card for a paper version. The member must submit all receipts to receive reimbursement including:

- All travel and lodging receipts
- Airfare flight itinerary and paid ticket receipt (both are required for reimbursement)

Eligible expenses will be considered for reimbursement after the expenses have been submitted with all clear and legible receipts from the travel and the member's personal attestation to all information on the reimbursement form.

STANDARD T&L BENEFIT FAQs FOR A MEMBER

Applicable Only to members/enrollees in Plans who have United's standard Travel & Lodging Benefit.

How may a member learn more about the Travel and Lodging benefit for their self-funded health benefit plan? [New 7/19/22](#)

Members may contact the number on their UnitedHealthcare member ID card for information to determine whether their plan has a Travel and Lodging benefit.

What is a member required to submit to receive reimbursement for Travel and Lodging expenses? [New 7/19/22](#)

Members will need to complete the Travel and Lodging reimbursement claim form on myuhc.com or the member may call the number on their UnitedHealthcare member ID card for a paper version. The member must submit all receipts to receive reimbursement including:

- All travel and lodging receipts
- Airfare flight itinerary and paid ticket receipt (both are required for reimbursement)

Eligible expenses will be considered for reimbursement after the expenses have been submitted with all clear and legible receipts from the travel and the member's personal attestation to all information on the reimbursement form.

When is a Travel and Lodging benefit available to the member or an eligible family member covered under my plan? [Update 7/21/22](#)

Travel and Lodging assistance is available for a member, or an eligible family member covered under the medical plan, when:

- You have travel and lodging expenses related to health care services that are covered under your plan
- The covered health care service is not available in your state as a result of law or regulation
- You must travel 50 miles or more from your home residence for that service
- Always refer to your company's travel and lodging benefits for any limits that may apply

What type of coverage is available with the Travel and Lodging benefit? [New 7/19/22](#)

This standard travel and lodging benefit includes:

- **The cost of caregiver(s) traveling with a member who is obtaining the service.** Members can be accompanied by a caregiver or relative. If the member receiving care is under the age of 18, two caregivers or relatives may accompany the member.
- Reimbursement for Travel and Lodging has a yearly maximum benefit of \$500 to \$2,000 depending upon your plan design.
- **Transportation coverage** (see the question below for details)
- **Lodging coverage**, which includes reimbursement for:
 - Up to a maximum of \$50 per day for the member
 - Up to \$100 per day if the member is accompanied by a caregiver or a relative

Which Travel and Lodging transportation expenses are covered? [Update 7/21/22](#)

Transportation coverage includes reimbursement for:

- **Rental car and fuel**
 - If your car rental receipt does not clearly show a daily rate, the rental bill will be divided by the total number of days of the rental to get a daily rate
- **Personal car and fuel**
 - Mileage is not reimbursable
- **Domestic Airfare for economy/coach tickets**
 - Domestic airfare other than economy or coach and international airfare is not reimbursable
- **Train, bus, ferry, and subway fares**
- **Taxi, Uber, Lyft fares**
 - Limos and car services are not covered
- **Parking fee and tolls**

Which Travel and Lodging expenses are not covered? Update 7/21/22

Reimbursement is not available for (but is not limited to) the following:

- Groceries
- Meals/Beverages
- Over-the-counter dressings, medical supplies
- Personal care items or cleaning supplies
- Phone calls, newspapers, movie rentals or other entertainment expenses
- Tips
- Other expenses not included under the covered items indicated as covered above

What am I required to submit to receive reimbursement for Travel and Lodging expenses? New 7/19/22

You will need to complete the Travel and Lodging Reimbursement claim form and submit all receipts to receive reimbursement. Remember to save:

- All travel and lodging receipts
- Your airfare flight itinerary and paid ticket receipt (both are required for reimbursement)
- Any other receipts for covered items as indicated above

Eligible expenses will be considered for reimbursement after the expenses have been submitted with all clear and legible receipts from the dates of travel indicated on the claim form.

If information is missing or incomplete when you submit the reimbursement form you will receive a letter explaining what is missing.

Receipts must be submitted within one year of when the expense was incurred.

How can I get a claim form? New 7/19/22

Please call the number on your UnitedHealthcare member ID card or sign in to myuhc.com and visit the forms section.

How long do I have to submit a claim? [New 7/19/22](#)

You have up to one year from the date expenses were incurred to complete a claim form for reimbursement.

If I have a deductible in my plan, will my Travel and Lodging benefit be applied to my deductible if it has not been met? [New 7/19/22](#)

Yes, any expenses will first be applied to your deductible if your deductible has not yet been met.

How can I learn more about the Travel and Lodging benefit for my health benefit plan? [New 7/19/22](#)

If you'd like more information about Travel and Lodging benefits, call the number on your UnitedHealthcare member ID card or go to myuhc.com.

Is this Travel and Lodging Benefit, administered by UnitedHealthcare, the same as the Optum Complex Medical Conditions Travel and Lodging Benefit? [New 7/19/22](#)

No, the Travel and Lodging Benefit is not the same benefit as the Optum Complex Medical Conditions Travel and Lodging Benefit. If you are receiving care for a complex medical condition, and you have questions about your Optum Complex Medical Condition Travel and Lodging Benefit, please contact your Optum case manager.