



## How to Submit Your TriVantage EPO Reimbursement Request

Please refer to the following guidelines to ensure that all necessary information is included with your request so that we may process it promptly.

1. This form may be used for reimbursement requests of TriVantage EPO Lifestyle Credits **ONLY**. This \$300 maximum credit is provided to each subscriber (household). For example, a family of four would be eligible for one reimbursement of up to \$300 annually.
2. All reimbursement forms must be received no later than one year after the date you paid for the service.
3. TriVantage EPO Lifestyle Credits apply to the year in which the service is paid. For example, if a service was provided in December, but you paid for it in January of the current plan year, it will apply to the current plan year's TriVantage EPO Lifestyle Credit.
4. Attach the pre-printed, paid original receipt showing the type of service:
  - You must pay for the service before submitting a request for reimbursement.
  - For each item you are requesting, you must attach a copy of an itemized bill, statement, debit/credit card statement, or a receipt pre-printed, stamped, or on company letterhead that includes the service provider's name and address.
  - Balance forward/prior balance statements are not acceptable.
  - The documentation from the service provider must include the following information:
    - The name of the provider;
    - The type of service provided;
    - The date the service was rendered (start date);
    - Your out-of-pocket cost for the service, including date(s) of all payment(s); and
    - The name of the person(s) receiving the service.
  - Please note: reimbursement requests that are not submitted according to these guidelines will be returned for you to correct and re-submit.
5. Reimbursement may be refused if the service provider does not meet benefit and quality standards.
6. Sign this form and return it to:
 

TriVantage EPO Lifestyle Credits  
625 State Street  
P.O. Box 2207  
Schenectady, NY 12301
7. Please allow 4-6 weeks for reimbursement (as long as your request is complete and accurate).
8. If you have questions about completing this form, or about your MVP Preferred TriVantage EPO health plan, contact Member Services at the phone number listed on your Member ID Card.

<b>Examples of Activities that Qualify for Reimbursement *</b>	
Active Lifestyles	Adult fitness classes and physical activities (including yoga sessions, kayak lessons, yoga, Tai Chi, Pilates, martial arts), gym memberships, greens fees, ski lift tickets, personal training services
Family Focus	Kids' fitness classes, physical activities and organized sports (examples include bowling, sports camps and teams, swimming lessons), as well as driver education
Healthy Alternatives	Chiropractic, acupuncture and massage therapy out of pocket charges (including copays) as well as out of pocket charges for these alternative therapies: chiropractic, acupuncture, massage, acupressure / shiatsu, aromatherapy, biofeedback, herbalism, hypnotherapy, homeopathy, iridology, light therapy, magnotherapy, music therapy, naturopathy, oxygen therapy, reflexology, Reiki, Rolfing, Tai Chi
<b>What <u>Does Not</u> Qualify for Reimbursement *</b>	
Merchandise (such as attire, fitness equipment, fitness videos and publications, golf clubs, bicycles) and equipment rental (skis, bowling shoes, etc.)	
Entry fees (for races, golf tournaments, etc.)	
Physical activities at country clubs (such as golf, swimming or skiing) that are not billed or itemized separately from membership fees and/or dues; or strictly social memberships at country clubs	

\* If you have a question about whether or not an activity qualifies for reimbursement, contact Member Services at the phone number listed on your Member I.D. Card.