

How to Submit Your HealthDollars Reimbursement Request

In order to process your request promptly, please refer to the following guidelines to ensure that all necessary information is included.

1. This form may be used by MVP Medicare Advantage members when submitting a reimbursement request for your HealthDollars benefit. This benefit is provided to each member. For example, two Gold Anywhere PPO members belonging to the same household would each receive one \$100 HealthDollars annual reimbursement.
2. All reimbursement forms must be received by MVP Health Care no later than one year after the date you paid for the service.
3. The HealthDollars benefit applies 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 HealthDollars benefit. You must have been an MVP Health Care member at the time of payment.
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 itemized bills, statements or receipts pre-printed or stamped or on company letterhead with 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. MVP Health Care reserves the right to refuse reimbursement if the service provider does not meet benefit and quality standards as determined by MVP Health Care.
6. Merchandise, such as attire, fitness equipment, fitness videos and publications, golf clubs, bicycles, and entry fees do not qualify for reimbursement. Health Dollars can be used for health, wellness or fitness classes, programs and activities. Some examples include golf; bowling and ski lessons and fees. Items or services covered under your medical benefit are not covered under Health Dollars.
7. Sign this form and return it to: MVP Health Care
Medicare Advantage HealthDollars
P.O. Box 2207
Schenectady, NY 12301
8. Please allow 4-6 weeks for reimbursement (as long as your request is complete and accurate).
9. Please visit our Web site at www.mvphealthcare.com for more information about HealthDollars.

MVP Health Care is dedicated to prompt and accurate reimbursements to our health plan participants. By following these instructions and filling out the reimbursement form completely, you will help us process your request in a satisfactory manner. Thank you!