

From: Sharon Hoffbeck <sharonhoffbeck@gmail.com>  
To: RPEA Members--All  
Date: May 29, 2016  
Subject: AlaskaCare Coverage of Orthotics

Happy Memorial Day Everyone---  
I hope it's as sunny and beautiful where all of you are as it is in Anchorage this holiday weekend!

RPEA has just become aware that Aetna is still denying claims for orthotics that are prescribed by your doctor and documented as being medically necessary.

On January 1, 2014, the Division of Retirement & Benefits (DRB) implemented a Benefit Clarification that notified Aetna that orthotics are covered under the AlaskaCare retiree plan as long as they meet the medical necessity criteria (Benefit Clarification attached).

**If anyone has submitted a claim that was incorrectly denied, please let me know at: [sharonhoffbeck@gmail.com](mailto:sharonhoffbeck@gmail.com).**

We also still want to hear of any other incorrect claim denials for Medical, Dental/Vision/Audio or Long Term Care.

The new Long Term Care plan manager is CHCS, and there have been some issues concerning the transferring of complete claimant files from the old plan manager (Univita/The Long Term Care Group) to CHCS. The primary problem seems to be one of transferring powers of attorney that allow family/care givers the ability to continue to speak on behalf of their loved ones who cannot speak for themselves. RPEA has been working with DRB to quickly resolve this problem, and it is important that we have your feedback to know if the problem is resolved or still ongoing.

On behalf of RPEA, I'd like to wish all of you a happy holiday, and especially thank all of those who have supported and fought for this country, keeping us safe and protecting the freedoms we all enjoy every day.

***Sharon Hoffbeck***  
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