

## What To Do When Your White Card Is Not Accepted



As a Department of Labor medical benefits card holder, you are eligible for in-home care and medical benefits including coverage for doctor visits, medical testing and treatments, and prescription medications – all at no cost.

While most physicians and medical treatment centers accept the DOL White Card, we do see situations where doctors are not aware of the program or have elected not to participate. This can be stressful and confusing.

### How to Get Reimbursed

If you run into issues with a physician not accepting your White Card, there is still a solution for receiving your benefits at no charge. The EEOICPA program allows you to submit a medical reimbursement form for costs related to your covered conditions. In these situations, follow these three steps:

- Have the physician's office submit the bill to your insurance company.
- Keep the receipts for the service and any out of pocket payments.
- Contact your CNS Cares Care Manager so we can assist you with completing the necessary paperwork and submit it for reimbursement.

### What Other Costs Are Covered

In addition to your doctor fees and medical treatment costs, you can also receive reimbursement for costs related to your covered conditions including:

- Medications
- DME (Durable Medical Equipment)
- Travel Expense for Treatment

### We're Here to Help.

If you have any questions about submitting a medical reimbursement claim or any other elements of the EEOICPA program, call us at 877-259-9001 or contact us at [info@CNSCares.com](mailto:info@CNSCares.com)