

American Airlines Retirement Health Reimbursement Arrangement for Pilots¹

Frequently Asked Questions

What is a retiree health reimbursement arrangement (RHRA)?

An RHRA is a notional account that APA team members and their spouses can use for eligible health care expenses in retirement. These funds can be used for medical, dental, vision, prescription and over-the-counter drugs, post-tax health care premiums and more.

How much will go into my RHRA?

The amount of credit to an RHRA for any pilot so entitled will be the value of the eligible pilot's accumulated unused sick leave hours at the time of retirement multiplied by 66% of the pilot's hourly rate at time of retirement, not to exceed the maximum credit of \$200,000. You will see the account funded within two weeks of your retirement date.

How do I access my account?

You can access your RHRA by visiting the American Airlines Benefits Service Center via [Retiree Jetnet](#) or [access the link directly](#). (If you use the direct link, you'll have to create a username and password the first time you access the site.)

Once logged in to the Benefits Service Center, select Reimbursement Accounts at the top of the screen, and you will see your RHRA. Simply click the RHRA tile, and you will see all the information about your Alight Smart-Choice Accounts RHRA and how to get reimbursed. You can also access your account using the Smart-Choice Mobile app, available for download to your mobile device from the [Apple App Store](#) or [Google Play](#).

What expenses are eligible for a RHRA?

Most medical, dental, vision, and prescription and over-the-counter drug expenses and health care insurance premiums are eligible for reimbursement. This means you can submit medical insurance premiums, in Medicare Part B and Part D, as well as COBRA premiums for reimbursement. A complete list of eligible expenses can be found in the Benefits Service Center under Learn About > Eligible Expenses.

What expenses are not eligible for reimbursement from a RHRA?

Excluded expenses include but are not limited to life insurance, short- and long-term disability, and long-term care insurance premiums. You also cannot be reimbursed for certain health care items and services, such as cosmetic procedures, personal use toiletries, cosmetics and vitamins. A complete list of eligible expenses can be found on the [IRS website](#).

How can I access my funds?

- **Debit card** — you will be issued an Alight Smart-Choice Accounts debit card, which can be swiped at participating retailers or health care providers to pay for eligible

expenses for yourself or your eligible dependents. *If you already have a Smart-Choice debit card at the time of your retirement, you can use the same card to access your RHRA funds.*

- **Note:** *You may not use this card to pay for after-tax medical premiums. You can receive reimbursement for medical premiums by submitting a claim for reimbursement.*
- **Submit claims for reimbursement** — Visit [Retiree Jetnet](#) to access the Benefits Service Center. In the Benefits Service Center, click Take Action at the top of the screen and then select Submit Claim. Complete the claim form, attach your documentation and submit. You can also submit claims through the Smart-Choice Mobile app. You can expect your reimbursement within two weeks or sooner if direct deposit is set up.

What kind of documentation will I need to submit for my claimed expenses?

For medical, dental, vision and prescription drug expenses, your documentation must include:

- Name of person who incurred the service or expense.
- Name and address of the provider or merchant.
- Date of service or expense incurred.
- Detailed description of the service.
- Amount charged for the service or expense.

Examples of acceptable documentation are:

- EOB (explanation of benefits).
- Detailed, itemized receipts.
- Detailed invoices.

Examples of unacceptable documentation are:

- Provider statement that only indicates the amount paid, balance forward or previous balance.
- Credit card receipt.
- Vague medical provider's note.
- Bills for prepaid medical expenses for services that have not yet occurred.

For health care premiums, you can submit one of the following documents:

- Bank statement showing withdrawal for premium.
- Receipt of payment showing premium paid.
- Credit card statement showing charge for premium.
- Statement from insurance company showing premium paid.
- Social Security statement showing premiums paid for Medicare.

For more information on how to submit claims and what kind of documentation is needed, visit the [Retiree Jetnet](#) to access the Benefits Service Center, where you'll go to Learn About > Receipts and Documentation.

How will I be reimbursed?

- If you need to request reimbursement for an expense, like a medical premium, you can elect to be reimbursed by check or direct deposit.
- If you had a Smart-Choice spending or savings account while you were an active team member and had an existing bank account on file for direct deposit, you will not need to re-enter that account information.
- If you have not had a spending or savings account with Smart-Choice in the past, you will be defaulted to check reimbursement for any claims submitted.
 - To change to direct deposit, click your name at the top-right of the screen on the Smart-Choice site, accessible through the Benefits Service Center. This takes you to your profile, where you can confirm your address and phone number, select your reimbursement method and add a bank account for direct deposit.

Will the other spending accounts I had as an active team member be combined with this account?

If you were enrolled in the Plus Plan and earned HRA/RHRA while an active team member, those will be combined, provided you are 65-point-plan eligible at the time of your retirement. However, if you had a health care flexible spending account, limited purpose spending account or dependent care flexible spending account, these will not be combined with your pilot RHRA or be available after retirement. If you had a health savings account, this account is yours to keep but will not be combined with your RHRA.

What happens if I don't use all of the RHRA money by the end of the year?

Your RHRA is available to use until your funds are depleted. If you have money left over at the end of the year, it will carry over to the following year.

Is there anything else I need to know?

As an eligible recipient of this RHRA, you should be aware that retirees with a post-employment RHRA with a positive balance may not be eligible for the federal subsidies available through the health insurance marketplace (exchange). If you have any questions regarding your qualification for marketplace (exchange) coverage, check with your personal financial or tax adviser.

Who can I contact with additional questions?

Please call the American Airlines Benefits Service Center at 888-860-6178 between 8 a.m. and 5 p.m. CT, Monday through Friday, excluding holidays.

¹ Starting in 2024, Fidelity Investments will be the administrator of all of American's spending accounts. For retirees, this transition will be effective April 1, 2024. American Airlines will update this document accordingly around that time.