

INTERGLOBAL HEALTHCARE PLANS

INTERNATIONAL SCHOOLS CLAIMS PROCEDURES

1. IN-PATIENT AND DAYCARE MEDICAL TREATMENT CLAIMS

HOW TO MAKE A CLAIM UNDER YOUR PLAN FOR IN-PATIENT OR DAYCARE TREATMENT

Claims procedure for in-patient and daycare treatment claims.

See your doctor in the usual way.

If your doctor refers you for specialist consultation for treatment requiring a stay in a hospital or clinic as an in-patient, or for daycare treatment, please call the International Helpline immediately on the telephone number shown below. The International Helpline is open 24 hours a day, 365 days a year.

The International Medical co-ordinator will then contact your doctor and the approved hospital or clinic concerned to ensure arrangements are in place for your treatment.

The International Helpline co-ordinator will get back to you, confirm authorisation and the arrangements that have been put in place for your treatment. You will not be required to pay for any treatment as all eligible costs will be met directly with the doctor, consultant, hospital or clinic concerned. You will not need to complete any claim forms.

INTERNATIONAL HELPLINE

First Assistance
Toll Free Numbers from:

Japan	00 531 642084
Thailand	+ 800 647355
Hong Kong	+ 800 900190
Malaysia	+ 800 802157
UK	+ 800 0852008
Indonesia	+ 180 36417375
China	+ 800 6400007
Singapore	+ 800 6411123
USA	011 188 8 826 6830
Australia	+ 800 147 528

Call collect from elsewhere in the world:

Phone: + 64 9 356 1648
Fax: + 64 9 525 1278

(+) = the international access code

Please Note: You are advised to connect via the international telephone operator in the country you are in at the time.

EMERGENCIES

For you to contact the International Helpline in an EMERGENCY to pre-authorise a claim may not be possible. We simply ask that your representative or attending doctor or treatment provider contacts the International Helpline within seven (7) days.

SUGGESTIONS RELATING TO HOSPITAL STAYS

- *Always ensure that you have followed any instructions given to you by your consultant or the Hospital prior to admission. If you have forgotten to do so, let the hospital know. Do not forget to advise them of any special dietary requirements that you might have.*
- *Take a small amount of money for purchasing sundries.*
- *Pack toiletries and any necessary medication; don't forget night clothes.*
- *If your home will be unoccupied during your hospital stay, let a friend or neighbour know where you are and how to contact you.*
- *Remember to arrange for someone (even a taxi) to take you home from hospital; daycare patients who have received anaesthetic should not drive themselves home. Hospitals recommend that discharged patients should be accompanied.*

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2. OUT-PATIENT MEDICAL TREATMENT CLAIMS

HOW TO MAKE A CLAIM UNDER YOUR PLAN FOR OUT-PATIENT TREATMENT

See your doctor in the usual way.

You need not contact the International Helpline for pre-authorisation.

You are provided with treatment forms to pass on to doctors, general practitioners (GPs), physicians and dentists. Treatment received from a therapist, specialist or consultant must always be on a referral from your doctor, GP, physician or dentist. (Treatment forms can be requested from InterGlobal or obtained from the website www.interglobal-nz.biz)

When you pay your bill for the treatment you have received, please obtain a receipt with the itemised bill and a completed treatment form. Send the original itemised bill together with the original receipt and the completed treatment form to the claims co-ordinator at the address shown below.

CLAIMS CO-ORDINATOR

InterGlobal Ltd
Level 14, Oracle Tower
56 Wakefield Street, Auckland
New Zealand

Call us Toll Free from:

Australia, China, Hong Kong, Japan, Malaysia, Singapore, South Korea and the UK.

+ 800 64 64 5343

NZ 0800 105 338
Thailand 001800 649 360

Call collect from elsewhere in the world;

+ 64 9 309 2119

(+) = the international access code.

Email: enquiries@interglobal-nz.biz

GUARANTEE

We guarantee to settle all eligible out-patient treatment claims as soon as possible. We will raise payment in settlement for dispatch within twenty-one (21) working days of receiving all the paperwork and information we need relating to an eligible claim. If we do not do so within this time, we will pay a delay penalty at the rate of £10/\$15/€16 per working day of delay, until settlement is raised. (Total penalty payment not exceeding £50/\$75/€80 per claimant.)

CLAIMS CHECKLIST

- Carry your assistance card at all times.
- Familiarise yourself with the benefits and cover provided under your plan.
- Ensure that your dependants or business colleagues are aware of your international private medical insurance arrangements.
- Contact the International Helpline if in-patient or daycare medical treatment is required.
- When submitting an out-patient claim make sure that both you and the medical practitioner attending you, have completed all the sections on the treatment form.
- Attach the original receipts with your treatment form for out-patient treatment claims and include the original itemised bills. (Keep copies for your own records.)
- Quote your Plan number in all correspondence.

TRAVEL [OPTIONAL]

If you need to make a travel claim, please contact the Claims Co-ordinator on the numbers detailed and request a 'Travel Claim Form'.

PERSONAL ACCIDENT [OPTIONAL]

If you need to make a personal accident claim, please contact the Claims Co-ordinator on the numbers detailed and request a 'Personal Accident Claim Form'.