

## **CLAIMS PROCEDURE - EXCESS TRAVEL COVERAGE POLICY TM00217**

- Please note Alberta Health Care provides basic travel out-of-country coverage. This Insurance applies to situations NOT covered by the Provincial Health Care plan and Private Health Care Plans through your employer. Please ensure all members traveling have at least Alberta Health Care in place.
- Note you also must complete the "Declaration form for Alternate Insurance Coverage" as well.

When submitting a claim please include;

- A brief explanation of the medical situation, e.g., how, where, and when the loss, sickness or injury took place;
- A completed claim form;
- Originals of all bills, invoices, and receipts;
- Medical records and diagnosis from the medical facility;
- Completed authorization form required to obtain necessary medical information and medical records from the facility;
- Name and policy number of Group Insurance Plan or other Insurance coverage;
- Completed authorization form required for the Government Health Insurance Plan payment when required.

### **Important**

1. Claims must be reported within 30 days of occurrence.
2. Written proof of claim is required within 90 days of occurrence.
3. Claims cannot be considered unless the form is duly completed and signed by the claimant and submitted along with all required documentation.
4. All documentation must be supplied free of expense to Insurer.

### **All claims to be reported to:**

Sports-Can Insurance Consultants Ltd.  
**Cunningham Lindsey Canada Ltd.**  
24 Hour Emergency Claims Desk

**1 800 235 8784**  
(Canada and United States)

**029 2038 6713**  
(London, England)

(Operated by **Cunningham Lindsay Canada Ltd.**)  
Normal office hours (8:30 A.M. – 4:30 P.M. PST)

You **MUST** notify **Cunningham Lindsay Canada Ltd.** immediately when medical services are required, or within 24 hours of hospitalization. Failure to notify **Cunningham Lindsay Canada Ltd.** as directed will limit the Insurer's liability or delay the processing of your claim.

Neither Sports-Can Insurance Consultants Ltd., nor the Insurers, nor **Cunningham Lindsay Canada Ltd.** are responsible for the availability, quantity, quality, or results of any medical treatment received by you or your failure to obtain medical assistance.

### *STATUTORY CONDITIONS:*

Notwithstanding any other provision herein contained, this policy is subject to the statutory conditions in The Insurance Act respecting contracts of accident and sickness insurance applicable in the province or territory where you reside and where you purchased this insurance.