GUIDELINES FOR <u>RSA/Global Excel</u> CLAIMS PROCEDURE

IN-PATIENT SERVICES:

1. Students/Visitors should go to the nearest hospital. Once they have shown their Health Insurance ID Card, the Hospital will contact Global Excel to verify coverage and to open a claim.
   The Hospital should submit their bills directly to RSA/Global Excel.

2. After the release from the hospital, *mail* in a signed & completed Claim Form and Consent Form, along with any original bill(s) and /or payment receipt(s) to *Johnson Fu Insurance Agency Inc.* (the claim assistant)

OUT-PATIENT SERVICES:

1. Students/Visitors should go to the nearest clinic, physician or health centre.
2. Before leaving the services provider, the student/visitor should obtain a copy of the Physician's report of medical record for the visit. (If any major tests or procedures are to be performed, the student/visitor should call *RSA / Global Excel* for authorization <u>before</u> proceeding to any of these).
3. If the student/visitor has paid for the services up front, they must obtain a payment receipt for the visit and a pharmacy receipt for any prescription medications (there is no coverage for non-prescription or over-the-counter medications, and we do not reimburse the fees for obtaining the medical report if one is charged).
4. Mail in a signed & completed Claim Form, Consent Form, the physician's report, original bill(s) and payment receipt(s) to *Johnson Fu Insurance Agency Inc.* If a prescription was filled, be sure to provide the original official prescription pharmacy receipt that indicates the medication information and the prescription doctor's information.

In case of Emergency and Direct Billing
Call RSA/Global Excel immediately at 1-800-715-8833

JF Insurance Agency Group Inc.

TORONTO HEAD OFFICE	VANCOUVER OFFICE
501 - 15 Wertheim Court	128 - 6061 No.3 Road,
Richmond Hill, ON L4B 3H7	Richmond, BC V6Y 2B2
Tel: 905-707-1512 / 1-877-832-5541	Tel: 604-232-0896 / 1-877-232-0896
Fax: 905-707-1513 / 1-888-988-3268	Fax: 604-232-0897
www.jfiginsgroup.com/	www.jfuinsurance.com