

How to claim for JF Optimum Visitor plan

## **Out and In-Patient Services (with Hospital Admission)**

**In the Event of emergency or hospitalization, you must call Ontime Care Worldwide Inc. (OTC) immediately:**

**From Canada and U.S., call toll free 1-866-209-5804**

**From all other locations, call collect 905-707-9555**

Do not assume that someone will contact **Ontime Care Worldwide Inc.** on your behalf. It remains your responsibility to ensure that **Ontime Care Worldwide Inc.** has been contacted prior to receiving any treatments or within 24 hours after admission.

## **Clinic Services**

1. Visitors should go to the nearest clinic, medical centre, or family physician.
2. Before leaving the medical service provider, the visitor should obtain a copy of the Physician's medical report. (If any major tests or procedures are to be performed, the visitor must contact **Ontime Care Worldwide Inc.** for coverage information before proceeding.)
3. If the 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 to obtain medical report if one is charged).
4. Send in a signed & completed Claim Form, Consent Form, the physician's report(s), original bill(s) and payment receipt(s) to the address on your claim form. If a prescription was filled, be sure to provide the original prescription pharmacy receipt that indicates the medication information and the prescription doctor's information.