



# International Healthcare Plan – Claim Form

Aetna Global Benefits®

All claims under £125 or €/US\$200 or HK\$1,500 per condition, please complete Section A, B and C and return this with the original receipt(s) showing the diagnosis and a full breakdown of costs for each condition being claimed for.

ALL sections MUST be completed in full for hospitalisation claims, dental claims and all claims over £125 or €/US\$200 or HK\$1,500.

A referral letter from **Your Specialist** should be attached when **You** are claiming for diagnostic tests or covered alternative **Treatments**.

**If You have insufficient space in any section, please provide full details on separate sheet.**

Please return this completed to **Us** or **Your** broker.

Aetna Global Benefits (Asia Pacific) Limited  
Suite 401-403  
DCH Commercial Centre  
25 Westlands Road  
Quarry Bay  
Hong Kong

T: +852-3071 5022  
F: +852-2866 2555  
E: [AsiaPacServices@aetna.com](mailto:AsiaPacServices@aetna.com)

For covered services received in the U.S., submit **Your** claim to:

Aetna Global Benefits  
PO Box 30545  
Tampa, Florida 33630  
USA

TF: +1 866 545 3252 (inside USA only)  
T: +1 813 775 0220  
F: +1 860 262 9111  
E: [AmericasServices@aetna.com](mailto:AmericasServices@aetna.com)

## Policyholder's Information

Policyholder's Name	Policy Number
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## Section A: Patient's Details – To be completed by the member.

1. Family Name		
2. First Name and Initials		3. Date of Birth (Day/Month/Year)
4. Address		
5. Contact Telephone Number	6. Fax/Mobile	7. Email
8. Do <b>You</b> hold any other insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, please provide full details on a separate sheet.</i>		9. Were <b>Your</b> injuries caused by an <b>Accident</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, please provide full details on a separate sheet.</i>

### Please Retain a Copy for Your Records

Policies issued in Hong Kong are issued by GAN Assurances IARD and administered by Aetna Global Benefits (Asia Pacific) Limited, an Aetna Company. Policies issued outside of China, Hong Kong and Indonesia but within Asia Pacific are issued by Aetna Life and Casualty (Bermuda) Limited and administered by Aetna Global Benefits (Asia Pacific) Limited, an Aetna Company. Aetna Global Benefits (Asia Pacific) Limited registered address: Suite 401-403, DCH Commercial Centre, 25 Westlands Road, Quarry Bay, Hong Kong. Insurance Registration No. 02905813.

**Section B: Claim Reimbursement** – To be completed by the member. It is essential that all information is completed if **We** are to complete an international transfer.

Please check one of the following (as applicable):

i)  Please pay Doctor/Treatment Provider.

ii) **Bank Transfer to payee below:**

Use the bank details on file to send an **electronic funds transfer**.

Use the bank details below for this claim only.

Use the bank details below for all future claim reimbursements until further notice.

**Bank Details - the following information is required in full. AGB will transfer funds at no cost to You however, We encourage You to check with Your bank regarding additional fees they may pass on to You for these transactions.**

**Please complete this section in BLOCK CAPITAL LETTERS.**

Currency in which **You** wish to be reimbursed: \_\_\_\_\_

Name of Account holder (As it appears on the Bank Statement): \_\_\_\_\_

Bank Account Number (or IBAN): \_\_\_\_\_

Bank Identification Code/Routing Code: \_\_\_\_\_

Routing code type:  SWIFT/BIC Code  CHIPS UID  Federal ABA  Bank Sort ID  Other \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank Address (include Country): \_\_\_\_\_

Bank Telephone Number (including country code): \_\_\_\_\_

iii)  **Cheque (Applicable for claim amount below USD5000/HKD40000) –**  
**Payee:** \_\_\_\_\_ **Currency:** \_\_\_\_\_

**Address to which Settlement Letter should be sent.**

**Address:** \_\_\_\_\_

**Section C: Declaration**

“I declare that all information, to the best of my knowledge, provided on this Claim Form is truthful and correct. I also understand that this declaration gives permission to Aetna Global Benefits and their appointed representatives to approach any third party for information required to complete their assessment of this claim including, but not limited to, my current and previous **Medical Practitioners**. I declare and agree that the personal information collected or held by Aetna Global Benefits, whether contained in this claims form or otherwise obtained may be used by Aetna Global Benefits, or disclosed to or transferred to any organisation within the Aetna Group (of Companies), their suppliers and partners, Worldwide for the purpose of 1) providing on-going insurance and customer service, 2) processing and giving effect to credit card payment, 3) generating statistics to provide marketing material in respect of insurance-related services of Aetna Global Benefits or it's associated companies and 4) processing claims or analysing the insurance.”

Patient's Signature (If patient is under 18 years of age, Parent or Guardian must sign.)	Date (Day/Month/Year)
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**Section D: Claims Information** – To be completed by the patient's **Medical Practitioner** or **Dental Practitioner**.

1. Details of <b>Medical Condition</b> Requiring <b>Treatment</b> : (Please provide the precise diagnosis, if known.)	
2. Underlying Cause	
3. If this claim is for maternity, please advise whether the pregnancy is as a result of any form of assisted conception.	
4. How long has this condition existed?	5. When did the patient first become aware of any symptoms prior to seeking medical <b>Advice</b> ?
6. Date of first consultation with any practitioner for this condition.	7. Has this, or any similar condition previously been suffered from?
8. Please confirm the likely period of <b>Treatment</b> and prognosis (if known):	
9. Name and address of referring Doctor/Dentist (Please complete only if the patient has been referred to <b>You</b> .)	
10. Please detail any diagnostic tests performed and attach the results.	
11. This question relates to <b>Dental Treatment</b> only. Is this claim for a routine check-up? <input type="checkbox"/> Yes <input type="checkbox"/> No	

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**Section E: Medical Practitioner or Dental Practitioner Details – To be completed by the patient’s Medical Practitioner or Dental Practitioner.**

**\*\*IMPORTANT\*\* - Please ensure:**

1. All original receipts and prescriptions are attached.
2. The Claim Form is completed in full.
3. The declarations are signed and dated.
4. All laboratory tests reports are attached.
5. The diagnosis and underlying cause have been confirmed.

This will ensure that **Your** claim is reviewed in a timely fashion.

<p><b>Official Stamp:</b></p>
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Name of Practitioner			
Address of Practitioner			
Telephone Number	Fax Number	Email	
Practitioner’s Signature			Date (Day/Month/Year)

**Important Note:**

Please ensure **Your** Claim Form is completed in full and returned within six months of **Your** initial **Treatment**. Failure to complete **Your** form in full will result in the form being returned to **You** and will hold up the processing of **Your** claim. Please note Aetna Global Benefits is not responsible for any costs associated with the completion of this form or for any further information/document requested by **Us** to assess **Your** claim. The issuing of this Claim Form is in no way an admission of liability.

Please ensure that all costs for non-**Emergency In-Patient/Day-Patient Treatment**, all MRI and CT scans are agreed by **Us**, via **Our** International Member Service Centre or in writing (fax/email/letter) before any planned **Treatment** is undertaken. Planned **Treatment** undertaken without pre-authorization from **Us** will not be covered. A verbal confirmation does not constitute pre-approval. If in doubt, please contact the International Member Service Centre, as shown on **Your** membership card.

**PLEASE NOTE: A SEPARATE CLAIM FORM MUST BE COMPLETED FOR EACH CONDITION CLAIMED.**

**Planned In-Patient and Day-Patient Treatment**

In the event of a planned admission on an **In-Patient** or **Day-Patient** basis to a **Hospital**, the following steps must be taken. Payment of all expenses incurred by **You** will not be recoverable unless **You** follow these procedures.

- i) Contact Our International Member Service Centre as soon as reasonably possible prior to admission giving full details of the condition, proposed **Treatment** including dates and name of procedure (if known) together with the name of the Specialist and Hospital details. (The telephone number is provided on the back of **Your** membership card.)
- ii) The International Member Service Centre will advise **You** if they have sufficient information to confirm **Your** cover. If not, they will advise **You** what further information is required.
- iii) When sufficient information has been made available to appraise **Your** claim, the International Member Service Centre will verbally confirm the basis of **Your** cover and will despatch written confirmation to **You**.
- iv) The International Member Service Centre will attempt at all times to make arrangements with the **Hospital** for all eligible bills to be settled directly. Where this has been arranged, **You** should send the original Claim Form and any unpaid invoices (if given to **You** by the **Hospital**) to the International Member Service Centre.
- v) Please ensure a new/separate Claim Form for each member, each new **Medical Condition** and each admission to **Hospital**, is submitted.

**Out-Patient Treatment**

If **You** receive medical **Treatment** as an **Out-Patient**, outside of **Our Provider Network**, **Treatment** must be paid for in full by **You** at the time of the appointment and re-claimed from **Us**. In such circumstances, please ensure that a Claim Form is completed by **You** and the **Medical Practitioner** or **Specialist**. Please remit this to **Your** Aetna Global Benefits Member Service with all substantiating proof of **Your** claim, including but not limited to, the original invoice(s) and proof of payment, prescription and a written diagnosis from the **Medical Practitioner**.

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