







## How to complete this form

One form must be completed for each patient, for each medical condition treated.

Assessment of the claim may be delayed if the patient/main member and the patient's medical practitioner, specialist or therapist do not complete all the necessary sections of this form.

Sections 1 to 5 must be completed by the patient, or the main member on behalf of the patient if the patient is a dependant under the age of 18.

Section 6 must be completed by the patient's medical practitioner, specialist or therapist unless the claim is for:

- a repeat prescription for medication to treat a chronic medical condition and we have previously approved and paid claims for the same medication to treat the same chronic medical condition;
- optical care; in this instance you need to send us the optometric prescription and the itemised invoice for the prescription spectacle lenses, prescription spectacle frames and prescription contact lenses; or
- a wellness checkup.

For any other type of claim, we understand that it may not always be possible to have Section 6 completed by the medical practitioner, specialist or therapist. In such circumstances, we will process the claim if the invoices and receipts for the treatment costs incurred contain all of the following:

- diagnosis of the medical condition treated;
- treatment date;
- type of treatment; and
- the medical provider's official stamp.

We may need to contact the patient's medical practitioner, specialist or therapist for more medical information in order for us to process the claim under the terms and conditions of the policy. We will tell you if we need to do this.

**A quick guide on how to submit your claim. For detailed information, please refer to the "Claims procedure" section in your Member Handbook.**

Send us the claim within 180 days of the first treatment date. You must send the following items to make sure that we can process your claim:

- the fully completed Claim form;
- the original itemised invoice;
- the original receipt. We do not accept credit card statements as proof of payment;
- a copy of the prescription if you are claiming for medication;
- a copy of the investigative tests results where relevant (e.g. blood tests, x-rays, ultrasound, MRI / CT scan / PET scan, audiometry, etc.);
- a copy of the physiotherapy or alternative treatment (chiropractic, osteopathic, homeopathic, etc.) referral by the medical practitioner or specialist if you are claiming for physiotherapy or alternative treatment costs; and
- copy of the admission and discharge reports where relevant for inpatient or daycare admissions.

### Important information

Please remember these important points when completing your Claim form.

### Section 3 – Claim details

If the patient has another insurance plan or policy that covers him/her for medical costs, we will need to know the details as it may affect the amount we pay in respect of their claim.

### Section 4 – Declaration

If the declaration has not been read and signed, we will not be able to process the claim.

*(continued)*

## How to complete this form (continued)

### Section 5 – Payment details

- If you are not personally seeking reimbursement we will pay the treatment provider directly, as long as the payment instructions are shown clearly on the invoice.
- If you are personally seeking reimbursement, we will only issue payment to:
  - the patient if they are 18 or over;
  - the plan holder if the patient is under 18 and is a dependant under the plan; or
  - the parent or legal guardian named as the primary member, if the patient is under 18.
- If the claim amount exceeds USD 16,500 per year **we** are required to carry identity checks of the claimant by collecting their valid photo identity document – passport/ driving license/ national identity card or any other photo identity document issued by the Government
- Ensure that you are able to receive payment in the method and currency you have requested.
- We reserve the right to pass on any payment charges incurred by us for cancelling the original payment due to inaccurate information submitted to us.
- We will not be responsible for any payment shortfall due to exchange rate fluctuations and/or recipient bank service charges. Please contact your bank for further details.
- If you do not give us the sort code/routing code, BIC/ SWIFT code and/or IBAN number, you may incur additional bank charges and it will result in a delay in us paying your claim. You can find the payment information on your bank statement.
- Payment by foreign draft / cheque in certain currencies can result in long delays. These delays are beyond our control. We will not pay any bank charges incurred in encashing a foreign draft / cheque. We strongly recommend that, wherever possible, you choose to be reimbursed by bank transfer as this is the quickest and safest method of payment.
- We can make payment in most readily traded currencies and to most countries. In the event that we are unable to make payment in the currency or to the country you have specified, we will contact you to confirm an alternative currency. If you do not specify a payment currency, we will pay your claim in the base currency of your plan. For the current list of applicable currencies and countries please refer to our website.
- Your bank may ask you to complete additional paperwork before they can release our payment to you. This may delay your receipt of the payment and is outside our control.

We know you may have questions and we're always here to help. You can call us any time on the phone number listed on the back of your Aetna ID Card.

You can also send us a secure e-mail by logging in to [www.aetnainternational.com](http://www.aetnainternational.com) and clicking 'Contact us'.

You can scan your claims to us and originals can follow later.

### Send your claim to

- By post:
    - Executive Healthcare Solutions
    - 6th Floor, 9 West
    - Ring Road Parklands
    - PO Box 14680, 00800, Westlands
    - Nairobi, Kenya
    - Tel: +254 20 291 0000
    - Email: [claims@executive-healthcare.com](mailto:claims@executive-healthcare.com)
  - Send your claim via fax attaching receipts and all required documents from your medical practitioner, as explained above, to: +254 20 291 0600
  - Send your claim via email with copies of your receipts and all required documents from your medical practitioner, as explained above, to: [claims@executive-healthcare.com](mailto:claims@executive-healthcare.com)
  - For claim related queries please contact us on: +254 20 291 0000
- Aetna Global Benefits Limited  
PO Box 6380  
Dubai  
United Arab Emirates

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