

Section 6: Claim details

Is this a new claim? Yes No If 'Yes', complete the following and refer to 'How to complete this form' for further advice.

Detail the symptoms/dental condition that the claimant received treatment for: _____

Is this claim for a dental checkup? Yes No If 'Yes', Section 8 does not need to be completed.

Provide the breakdown of the invoices being submitted with this claim:

Country of treatment	Date of treatment (dd/mm/yyyy)	Invoice date (dd/mm/yyyy)	Invoice reference	Invoice amount (including currency)

Use a separate sheet if you need more space. Total number of invoices:

Does the claimant have another insurance plan or policy that covers dental costs? Yes No

If 'Yes', provide the other insurer's details including the name of the insurer, the insurer's address and the claimants plan or policy number with that insurer: _____

Is the claim as a result of an accident? Yes No

If 'Yes', provide the circumstances of the accident including how it happened, the location, the time and the date, using a separate sheet if you need more space: _____

If the claimant has suffered an injury as the result of an accident, are they claiming from a third party? Yes No

If 'Yes', provide the other insurer's details including the name and the plan number below: _____

Section 8: Dental treatment – must be completed by the dental practitioner

1. Contact and registration details

Name of dental practitioner: _____

Qualifications: _____

Tax Identification Number (required for providers practising in the US): _____

Phone: _____ Fax: _____

Address: _____

Town: _____ Postcode: _____ Country: _____

Email: _____

Date the patient first registered with you/the clinic/the hospital (dd/mm/yyyy): _____

2. Symptoms

a) Provide full details of the symptoms presented to you: _____

b) Provide full details of the clinical findings on examination and note them on the chart below:

Dental chart

Permanent teeth

Treatment																		
Finding																		
Upper jaw	18	17	16	15	14	13	12	11	21	22	23	24	25	26	27	28	Upper jaw	
Lower jaw	48	47	46	45	44	43	42	41	31	32	33	34	35	36	37	38	Lower jaw	
Finding																		
Treatment																		

Dental chart

Deciduous teeth

Treatment																	
Finding																	
Upper jaw		55	54	53	52	51	61	62	63	64	65	Upper jaw					
Lower jaw		45	44	43	42	41	71	72	73	74	75	Lower jaw					
Finding																	
Treatment																	

Finding:

b = bridge
 c = crown
 ca/da/dn = caries/decay/dental necrosis
 cl = calculus
 g = gap closure
 gb = gingival bleeding
 gi = gingivitis
 gs = gingival swelling
 i = implant
 in = inlay
 m = missing tooth
 p = periodontis
 pu/od = pulpitis or odontitis

Treatment:

AF = amalgam filling
 CF = composite filling
 D = denture
 E = extraction
 I = implant
 IN = inlay
 M = metal ceramic crown
 NB = new bridge
 NC = new crown
 O = orthodontics
 ON = onlay
 OR = oral radiograph
 PR = panoramic radiograph
 RB = replacement bridge
 RC = replacement crown
 RCT = root canal treatment
 S&P = scale and polish

c) Are the symptoms related to a previously diagnosed dental/gum/orthodontic condition? Yes No

If 'Yes', specify the dental/gum/orthodontic condition: _____

d) On what date did the patient first notice symptoms of the dental condition (dd/mm/yyyy)? _____

e) On what date did the patient first present these symptoms to you (dd/mm/yyyy)? _____

3. Diagnosis

(continued)

Section 8: Dental treatment – must be completed by the dental practitioner (continued)

4. Breakdown of costs		
Invoice reference	Treatment (include the number of surfaces if any restoration was done and the number of canals if any RCT was done)	Invoice amount (including currency)

5. Declaration

I declare that to the best of my knowledge and belief the information given in this section of the Claim form is full, true and complete.

Dental practitioner's signature: _____

Date (dd/mm/yyyy): _____ Practice stamp:

Section 9: Further information

How to complete this form

- If you are personally seeking reimbursement, we will only issue payment to:
 - the claimant if they are 18 or over
 - the plan holder if the claimant is under 18 and is a dependant under the plan, or
 - the parent or legal guardian named as the primary member, if the claimant is under 18
- 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 or 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 or 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.
- 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.
- Whenever coverage provided by any insurance policy is in violation of any US, UN or EU economic or trade sanctions, such coverage shall be null and void. For example, Aetna companies cannot pay for health care services provided in a country under sanction by the United States unless permitted under a written Office of Foreign Assets Control (OFAC) license. Learn more on the US Treasury's website at: www.treasury.gov/resource-center/sanctions
- We will process the claim if the invoices and receipts for the treatment costs incurred contain all of the following:
 - diagnosis of the dental condition treated
 - treatment date
 - type of treatment, including the tooth number, number of surfaces if restoration work was done and/or number of canals if Root Canal Treatment was done, and
 - the dental provider's official stamp

Please read carefully the disclaimers at the end of the form.
Please retain a copy for your records.

What to send us

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 if relevant (e.g. x-rays, scans)

Where to send your claim

Send us your claim in one of the ways listed below:

- By logging in to your Health Hub at www.aetnainternational.com and submitting your claim online.
- By email to: AsiaPacServices@aetna.com.
- By post to: Aetna Global Benefits Limited (Singapore Branch), 80 Robinson Road, #23-02/03, Singapore 068898

We know you may have questions and we're always here to help. You can call us any time on:

Phone: 1-800-723-1241 (Free from Singapore)
+65-6701-6912 (Collect or Direct)

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