



## HOW TO MAKE A CLAIM FOR EMERGENCY TRAVEL MEDICAL EXPENSES

**Please ensure you have a current Emergency Assistance Claim Card with you when you travel**  
**You will need the information on it when reporting your claim.**

### **IMPORTANT!**

In the event of a medical emergency outside your province of residence, please contact UnitedHealthcare Global Assistance to report your claim.

In the event of a hospitalization, UnitedHealthcare Global Assistance must be given prior notification whenever possible. Where prior notification is NOT possible, UnitedHealthcare Global Assistance must be notified within 24 hours of admission to hospital and prior to any invasive surgery or diagnostic testing.

**Please note** – it is your responsibility to report your claim – do not depend on treating facilities, or other third parties.

### **EMERGENCIES & HOSPITALIZATIONS**

**Claim Notification must be made to:**

#### **UnitedHealthcare Global Assistance**

Canada & USA Toll Free: 1 800 527 0218

Mexico Toll Free: 00 1 800 101 0061 **OR** Collect World Wide: 001 410 453 6330

From your Emergency Assistance Card please provide the following information:

- Insured Client name
- Name of patient – if different from “Insured Client”
- LGU ID number
- Broker Name
- UnitedHealthcare Global Assistance Group Number

UnitedHealthcare Global Assistance provides 24/7 multilingual emergency assistance and case management. They coordinate between treating facilities, claims management (INTERNATIONAL PROGRAMS GROUP) and the Insurer and your family at home, if required.

**For non-emergency claims or the status of your existing claim please contact:**

#### **INTERNATIONAL PROGRAMS GROUP**

Suite 2401, 120 Adelaide St. West.

Toronto, ON, Canada M5H 1T1

North America Toll Free: 1 866 410 1226

Email: LionsGateUW@scm.ca

INTERNATIONAL PROGRAMS GROUP is responsible for providing answers to questions about coverage, authorizing payments, reviewing your claim form, adjudicating your claim, and making payments directly to the treating facility or to you, as applicable.



You will receive a claim form and other required documents for completion. You must submit these forms within 30 days to facilitate coordination with the provincial Medical Services Plan or risk a reduction in the amount of your claim payment.

If you have questions on completing your claim form or on the status of your claim and wish to speak with a claims representative, please contact INTERNATIONAL PROGRAMS GROUP for assistance.

**Note:** Presenting a false claim is a fraudulent act and will be reported to the Insurance Crime Prevention Bureau.

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