



# Global Campus Health Plan

## PROCEDURES APPLICABLE TO MEDICAL CLAIMS

The Insurer will pay Benefits provided that:

1. the Insured Person has contacted and received Pre-Authorization of any costs to be incurred as either a Day-Patient or an In-Patient. In an emergency when the claims administrator cannot be contacted in advance, then the admission to Hospital must be reported as soon as reasonably possible;
2. written details of all claims have been sent to the claims administrator as soon as possible and in any event not later than 365 days from the beginning of the Medical Treatment;
3. all documentation relating to the claim including the claim form and accounts are originals and not copies; and
4. the required premiums have been paid relative to the Insured Person making the claim.

It is understood that:

1. the insurer can ask for medical information from any Physician or Surgeon as often as required and if necessary examine the Insured Person; and
2. the insurer shall be notified of any circumstances that may lead to a claim against a third party or any other insurance; and
3. in the case of a claim in the Insured Person's Home Country, proof of the Insured Person's entry date into their Home Country is provided.

**All pertinent information shall be sent to:**

**Norfolk International Group Inc.  
Suite 1100, 940 – 6 Ave. SW  
Calgary, AB  
T2P 3T1**

**IN A MEDICAL EMERGENCY CONTACT:**

**SelectCare Risk Management Corp.**

**SelectCare**

**24-Hour Emergency Number**

**IDENTIFICATION NO. GFRW1062**

**From all countries other than Canada and United States Call Collect: (416) 340-8444**

**From Canada and United States Call: 1-800-995-1662**

The following information will have to be provided at the time of the phone call:

- Caller's name, telephone number and relationship to the patient.
- Patient's name, age, sex, and location.
- SelectCare identification number (GFRW1062).
- Nature of medical problem.
- Telephone numbers of medical personnel involved.
- How and when the next communication will take place.

**IMPORTANT**

**In order for medical evacuation expenses to be covered by the program, you must have SelectCare either authorize or arrange the trip.**

All admissions to Hospital must also be handled through SelectCare. Failure to contact SelectCare in the event of hospitalization will affect settlement of your claim.