

CLAIMS PROCESS

- A. Complete both pages of the « Claim Form – Visitors to Canada ».
- B. Sign the « Assignment of Benefits » section if applicable.
- C. Sign the « Agreement and Authorization » section. If patient is a minor, a parent or legal guardian must sign the form.
- D. Send all duly completed forms as well as any other required documents to CanAssistance.

By email: claims@canassistance.com Send all scanned documents and keep originals	By regular mail: CanAssistance, Travel Claims Department 1981, McGill College Avenue, Suite 400, Montreal, Quebec H3A 2W9
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INSURANCE COMPANY	GROUP NUMBER (Optional)
CONTRACT NUMBER	FILE NUMBER (Optional)

Policyholder			
Last name	First name	Date of birth <small>Year Month Day</small>	Gender <input type="checkbox"/> M <input type="checkbox"/> F
Email		Telephone 1	Telephone 2
Country of origin		Relationship to patient (if different from policyholder)	
Address in Canada <small>no Street</small>	Apt.	City	Province Postal Code
Assignment of benefits Are eligible benefits payable to a person other than the policyholder? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify who the cheque should be issued to.			
Name and address of the person:		Signature of policyholder	

Patient (if different from policyholder)			
Last name	First name	Date of birth <small>Year Month Day</small>	Gender <input type="checkbox"/> M <input type="checkbox"/> F

Information about your trip			
Stay in Canada Arrival date in Canada Departure date from Canada <small>Year Month Day Year Month Day</small>		Reason for trip <input type="checkbox"/> Vacation <input type="checkbox"/> Immigration <input type="checkbox"/> Studies, name of institution: _____ <input type="checkbox"/> Work, name of employer: _____ <input type="checkbox"/> Other, specify: _____	
Stay in the U.S. Departure date from Canada Return date to Canada <small>Year Month Day Year Month Day</small>			

Agreement and Authorization	
1. I hereby agree to assign to CanAssistance Inc. all benefits payable by third parties for losses covered under the policy. Furthermore, following the application for reimbursement from CanAssistance Inc., I authorize third parties to pay CanAssistance Inc., the benefits payable regarding these losses. 2. I authorize CanAssistance Inc. to provide the information contained in my claim file to third parties, for their use, within the context of this claim, to determine the benefits payable, if the case arises. 3. I authorize CanAssistance Inc. to make payments pertaining to the expenses claimed, directly, when required, to any institution and/or any other provider of services. 4. To assess my application for benefits, I authorize any licensed physician, practitioner, hospital or medical institution, insurance company, or any other agency, institution or person, who have information necessary to analyze my application, to convey that information to CanAssistance inc. and to my insurer. I understand that said information may be disclosed when required to their reinsurers, to internal and external auditors and to any professional or organization mandated by CanAssistance inc. or the insurer within the context of processing my application for benefits. This authorization is valid until the final settlement of my claim. 5. I declare that the information and details given on this form and the information provided in the attached documents are complete and true, and I am aware that any false declaration shall nullify the insurance certificate or insurance policy and shall result in the denial of my application for benefits.	
Signature of Policyholder or legal heir: _____	Date : _____
Signature of Patient (if different from policyholder): _____	Date : _____

CLAIM FORM – VISITORS TO CANADA



FOR OFFICE USE

Services and care received

Date when first symptoms appeared or accident occurred			City and country where services were received		
Year	Month	Day			
Indicate the reason why you received medical and/or hospital care					

Describe services received (e.g.: examination, x-ray, surgery, etc.). Please use a separate sheet if needed.					

If claiming due to an accident, please specify:					
Date of accident		Type of accident			
Year	Month	Day	<input type="checkbox"/> Motor vehicle <input type="checkbox"/> Work <input type="checkbox"/> Other, specify: _____		

Amount Claimed

Amount claimed: _____

Currency: _____

Canadian Dollars
 Other, specify: _____

Were bills paid?

Yes
 No

If yes, please specify:

Totally
 Partially _____

Paid amount

Other Insurance

Do you, your spouse or child have another travel insurance?
 Yes
 No
 If yes, please provide the following information:

Policyholder _____ Insurance Company _____

Policy number _____ Company phone number _____

Identification number _____

Have you already initiated a claim?
 Yes
 No
 If yes, please indicate the file number: _____

Medical Information

If the patient consulted a doctor or specialist in the 6 months preceding the effective date of the policy, please provide:

Physician name / Medical Facility	Telephone / Email	Nature of the illness or accident	Date of service

If the patient was hospitalized in the 12 months preceding the effective date of the policy, please provide:

Hospital name	Telephone / Email	Nature of the illness or accident	Admission date
			Year Month Day

Address (city and country)	Discharge date
	Year Month Day

Please provide the names of all the medicines the patient was taking in the 6 months preceding the effective date of the policy:

Essential Documents to Submit

- The « Claim Form – Visitors to Canada » duly completed and signed.
 - If more than one person received care, you will need to complete a claim form for each person.
 - If the claim involves a person who is a minor, the policyholder or legal heir must sign the form.
- The detailed invoices and proof of payment.
 - Invoices for medical care must show the diagnosis and treatment.
 - Invoices related to the purchase of prescription medication must show the name of the drug, the dosage and the price.
 - Valid proof of payment may include a credit card statement or proof of a deposited cheque, and the currency in which the service was paid must appear. In the absence of a bank or credit card statement, a receipt may be accepted.
- Any other relevant document(s), such as medical reports, lab results, etc.

An incomplete claim may cause additional delays in processing your file. If you can't submit all requested documents, please provide us with an explanation in a letter attached to your claim. We reserve the right to request the original documents or additional information if needed. Please keep a copy of your supporting documents for your records.

Should you have any questions about your coverage or the claims process, please contact our customer service at 514-286-8336 or toll-free at 1 800 264-1852 Monday through Friday, from 8:30 am to 5:00 pm (Eastern Time).