

For travel medical claims outside your province of residence, sign and date the completed form and return the package to:

World Travel Protection  
901 King Street West, Suite 300  
Toronto, ON M5V 3H5

**or email it to:**

travelclaims@wtp.ca

Please attach the following documents:

- All original itemized medical bills and prescription receipts
- A photocopy of the sick/injured person's provincial health card
- Documentation confirming your departure and return dates (i.e. airline tickets, gas receipts, etc.)
- In the event that you have paid any eligible medical expenses, please provide proof of payment (i.e. credit card vouchers, cancelled cheques, etc.)
- In the event you paid for expenses in a different currency, please provide your credit card statement showing the currency exchange.

### What to Expect During the Claims Process

If you have contacted GMS Travel Assistance, we will have arranged to have all bills sent directly to Group Medical Services. Once eligibility and payability are determined, the approved payments will be sent directly to the facilities and/or health providers.

**It is our goal to process eligible claims in a prompt manner, however, processing may be delayed for the following reasons:**

- Delay in the receipt of mail from providers billing direct
- Delay in receipt of medical information from your treating or family physician
- Incomplete claim form and/or insufficient supporting documentation

**Due to variations in health billing systems between countries, you may receive invoices or reminder notices directly from the health provider.** Should you receive any such correspondence or if you have paid invoices directly, please forward these to the address indicated above.

**We request that you should not pay any medical accounts directly to the providers unless you have been advised to do so by Group Medical Services.**

**In order to expedite your claim, please return the completed claim form and all supporting documents as soon as possible. Failure to complete the claim form and attach requested documents will delay the processing of your claim. Please keep a copy of all submitted correspondence for your records.**

| A. Personal Information                   |                                  |                            |                 |
|---|----------------------------------|----------------------------|-----------------|
| First Name                                | Last Name                        | Date of Birth (DD/MM/YYYY) |                 |
| Destination Address                       | City                             | Province/State             | Postal/Zip Code |
| Destination Phone<br>( )                  | Home Phone<br>( )                |                            |                 |
| Home Address                              | City                             | Province                   | Postal Code     |
| GMS Policy #                              | Email                            |                            |                 |
| B. Insured Details                        |                                  |                            |                 |
| Name of Ill or Injured Person             |                                  |                            |                 |
| Provincial Health Plan Number of Claimant | Version Code (ON Residents Only) |                            |                 |
| Departure Date (DD/MM/YYYY)*              | Return Date (DD/MM/YYYY)*        |                            |                 |

\* Please attach documents confirming these dates

**C. Claim Details**

| Nature of Sickness or Injury  |         | Date of Incident (DD/MM/YYYY) |
|---|---------|-------------------------------|
| Describe how the incident occurred.   |         |                               |
| Have you paid any invoices?<br><input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, provide amount paid \$ _____ Currency Type _____</i>   |         |                               |
| Please list the name, address, and phone number of all physicians and specialists the claimant saw before the departure date.   |         |                               |
| Name & Specialty  | Address | Phone Number                  |
|   |         |                               |
|   |         |                               |
| Did the patient suffer symptoms, receive medical advice, treatment, investigation and/or was medication prescribed or changed for this medical condition<br><input type="checkbox"/> 90 Days <input type="checkbox"/> 180 Days <input type="checkbox"/> 365 Days Immediately before departure? <input type="checkbox"/> Yes <input type="checkbox"/> No |         |                               |
| If yes, please describe:  |         |                               |

**D. GMS Policy Information**

Which GMS policy do you have? (check all that apply)

TravelStar® Single-Trip Emergency Medical       TravelStar Multi-Trip Annual Emergency Medical  
 Personal Health Annual Travel                       Replacement Health Annual Travel  
 Group      *Name of Group* \_\_\_\_\_ *Policy/ID #* \_\_\_\_\_

**E. Other Insurance Coverage** (if insured is a child, this section is applicable to the parent or legal guardian)

This insurance pays eligible expenses in excess of those covered by any other insurance. Therefore, if at the time of loss you have similar coverage with another provider (e.g. credit card, travel insurer, employment group health plan, private or provincial auto plan, etc.), benefits will be coordinated in accordance with the Canadian Life and Health Insurance Assurance guidelines.

Do you and your spouse or child have other travel insurance benefits?  Yes  No *\*Please provide details (attach additional information if necessary)*

|  |           |
|--|-----------|
| Type of plan   | Policy/ID |
| Name and address of bank/credit card or insurance company  |           |
| <input type="checkbox"/> I hereby warrant that I do not have any other travel or out-of-province medical insurance coverage (check if applicable). |           |

## E. Certification and Authorization

GMS, its administrator, World Travel Protection and their agents, are obliged to collect and retain certain personal and/or health information about you in connection with your insurance coverage. They use and disclose that information only for the purposes of administering your policy/policies of insurance, providing customer service, and assessing and paying claims.

- I/We authorize any licensed physician, medical practitioner, hospital, clinic, other medical facility or provider of health care, insurer or reinsurer, provincial health insurance plan and employer(s) to provide to GMS, its administrator, World Travel Protection and their agents engaged to assist in the administration of this claim, any information, including personal information, data, or records that are in their possession/knowledge, regarding my medical history and treatment.
- I/We direct and authorize my government health insurance plan (GHIP) to make payment in respect of my claim for out-of-country health services to the Insurer or its administrator World Travel Protection directly and I hereby release the GHIP, upon payment to the Insurer from any further claim or cause of action in connection herewith.
- I/We hereby consent and authorize the GHIP to directly or indirectly collect information contained in the claim and source documents pursuant to the Freedom of Information and Protection of Privacy Act and the Health Information Protection Act.
- I/We authorize the Insurer and its administrator, World Travel Protection, to coordinate the payment of benefits with any other insurance carriers which may also have a liability for this claim.
- I/We hereby irrevocably authorize the Insurer and its administrator, World Travel Protection, to make any payments, receive payments, and settle with any carriers on my behalf.

I hereby consent to the collection, use and disclosure by the insurer, its agents and administrators of the personal and health information about me disclosed herein and in all documents or information provided in connection with my policy/policies of insurance for the purposes cited above.

If the undersigned is signing on behalf of any person(s), the undersigned represents to having the authority to sign on behalf of such person(s) and confirms that each of the above declarations and authorizations are also provided on behalf of such person(s).

A photocopy of this authorization shall be considered as effective and valid as the original. This authorization shall be considered valid for the duration of the claim, but not to exceed one year from date signed.

|   |  |                          |
|---|--|--------------------------|
| Signature of Claimant/Guardian/Executor<br><b>X</b> | Claimant/Guardian/Executor <i>(please print)</i> | Date Signed (DD/MM/YYYY) |
|---|--|--------------------------|

*For complete coverage information, please refer to your policy wording. Travel assistance and claims administration services are provided by World Travel Protection. Benefits are underwritten by Group Medical Services. ®TravelStar is a registered trademark of Group Medical Services. Group Medical Services is the operating name for GMS Insurance Inc. in provinces outside of Saskatchewan.*

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