

We strongly recommend using these forms as they facilitate the processing of claims.

These forms can be printed online, filled out handwritten (preferably in capitals) and returned to MAI by regular post, with supporting documentation attached.

Please note that you can also email scanned copies of the claims and supporting documents to [aplus@medical-administrators.com](mailto:aplus@medical-administrators.com) on the condition that the claimed expenses are equal to or lower than 500 EUR / 675 USD / 750 CHF. Should you send scanned copies of your medical claim via email, you will need to keep the original invoices for a minimum period of 12 months. During this period, the insurer reserves the right to ask for the original invoices at any time.

To speed up the reimbursement process and for easy identification, all bills and supporting documents should be marked with your Personal Reference Number and clearly show the Patient's family name and first name.

## Claims filing

You should submit your claims with the least possible delay. However, please try grouping small claims before submitting them in order to avoid reimbursements of small amounts. Please take the precaution of making copies of all your documents before sending them.

Please use separate claim forms for medical and dental claims. Use the medical claim form for all medical expenses and the dental claim form for all dental claims. You will find these under the « Forms » section of your personal webpage.

### *How to fill out the claim forms?*

1. Submit a separate claim form for each patient.
2. If the expenses are covered by another insurance or social security system, state the amount reimbursed.
3. Fill out one line per medical treatment.
4. Give a detailed description of the nature of the expenses incurred. For example: general practitioners' and specialists' fees, prescription drugs, x-rays, physiotherapy, etc.
5. Indicate the currency in which the expenses were incurred.
6. In case of hospitalization, indicate the date of admission, the diagnosis and the treatment or the surgical intervention.
7. Make sure to note your most recent bank details on your first claim and on subsequent claims only if modified.
8. Each claim must be dated and signed by the insured member

### Which documents to add?

Make sure that all claims are forwarded with supporting documentation (all original documents when sent by post) to:

Medical Administrators International  
21A One Capital Place  
18 Luard Road, Wanchai  
Hong Kong

1. Paid bills for:

- a. medical and surgical fees
- b. prescription drugs
- c. hospitalizations

2. medical prescriptions and

3. all other documents justifying the expenses for which reimbursement is claimed.

All documents should clearly show the name of the patient, as well as date and detailed price per type of care.

**Confidential medical information** may be sent under separate cover for the attention of our consultant physician. If you are covered by a social security system or another group/individual insurance scheme which intervenes as your 'primary insurer', you must first obtain the reimbursement to which you are entitled under this scheme. Please send us their original settlement note together with copies of all supporting documents in order to obtain an additional reimbursement.

**In the event of an accident**, you are requested to fill out the "Notification of accident" form (see "Forms" on your personal website), and to specify place and circumstances of its occurrence. It is important to mention the details of the third party involved (name, address, address and policy number of their insurance company), and of any witnesses or legal authorities. As MAI has multiple in-house language capabilities, claims are accepted in their **original language**.

### Claims settlement

MAI will settle claims in the **currency and time limits** stipulated by your Health Plan. Claims are processed within the **shortest possible time frame**. However, to fully assess a case, additional information may be required from you or the care provider. After settlement, MAI will send you an **explanation of benefits (EOB)** indicating the amount of reimbursement and/or other comments.

In any contact with MAI, we kindly ask you to clearly mention your name and your personal reference number.