Travel Insurance Claim Form

You will need the following information for this form:

- Your provincial health number.
- Your dependants' provincial health number if they are the person receiving emergency medical or accidental dental care.
- Official diagnosis or reason for treatment. Please ask the attending medical professional to provide this information in English, if possible.
- ***Original*** medical and dental records, invoices, and proof of payment.
- If you have additional coverage under another plan (spouse, partner, or parent/guardian), your member ID card for the other plan.
- Proof of travel and return.
- Banking information.

Important Notes:

- **Claims for expenses must be received by ASEBP within 18 months of the date of service to be eligible for processing.**
- **Please keep a copy of your submitted claim form and associated documents in case the information needs to be resubmitted.**

Instructions:

1. Complete the covered member and patient information sections (sections A and B).
   a. This form must be completed for each patient, if more than one person (covered members and their dependants) receives emergency medical or accidental dental treatment.
   b. If the patient is travelling for school and is in a multi-year program, please indicate their latest departure date from their province of residence (in section B).
2. Complete the claim information (section C).
   a. **Submitting proper documentation is a crucial step in ensuring your travel claim is processed**. Most claim delays or rejections are because the proper documentation is not provided during the submission process.
3. Complete other insurance coverage (section D) if you have additional coverage under another plan.
4. Complete the banking information (section E).
   a. ASEBP does not share covered members' banking information associated with their ASEBP benefit plan profile.
   b. The banking information in this form will provide CanAssistance with the information needed to issue reimbursements, if eligible.
   c. CanAssistance does not store this information and is used only for the purpose of your submitted emergency travel claim
5. Complete section F to consent to ASEBP and CanAssistance using the information provided to process your claim.
6. Complete the Government of Alberta's Insurance Claim Consent and Authorization form.
   a. You are still covered by your provincial or territorial public health care plans while travelling.
   b. Provincial or territorial health plans are the primary payor for reimbursement for medical emergency travel claims.
   c. If you reside outside of Alberta, ASEBP recommends visiting your provincial or territorial health care website to find the appropriate insurance claim authorization and consent forms.
7. Submit the completed form and required documentation to CanAssistance one of the two ways:

Online:

Submit directly to CanAssistance via their secure website.

*Note: please select 'ASEBP' as your insurer. This is the best option for faster processing times.

Mail:

CanAssistance
Travel Claims Department
PO Box 3888, Station B
Montreal, Quebec, H3B 3L7

You do not need to submit this instruction page.

Travel Insurance Claim Form

SAVE FORM

A. Covered member information

Last name	First name	Date of birth
Mailing address		Phone number
City	Province	Postal code

Provincial health care number	ASEBP ID	Group				Section			ID number							
		1	9	9	3	0										

B. Patient information

Last name	First name	Date of birth

Provincial health care number	ASEBP ID	Group				Section			ID number							
		1	9	9	3	0										

Relationship to covered member	Date of actual return
Reason for travel ☐ Business ☐ School ☐ Treatment ☐ Vacation	Date of intended return Date of departure

C. Claim information

Diagnosis (reason for treatment)	Have you already paid for this service ☐ Yes ☐ No
Country claim occurred in	Currency claim occurred in

Product or service	Provider of product or service	Date of service	Amount claimed
☐ Ambulance			
☐ Hospital			
☐ Physician services			
☐ Prescription drugs			
☐ Transportation			
☐ Other (e.g. accommodations, car rental, funeral, meals, etc.). Please provide details:			

If this claim is due to an accident, please complete below

Type of accident	Location of accident	Date of accident	Has a claim been made to recover damages from the responsible party? ☐ Yes ☐ No If no, do you intend to make a claim? ☐ Yes ☐ No

Travel Insurance Claim Form

D. Other insurance coverage

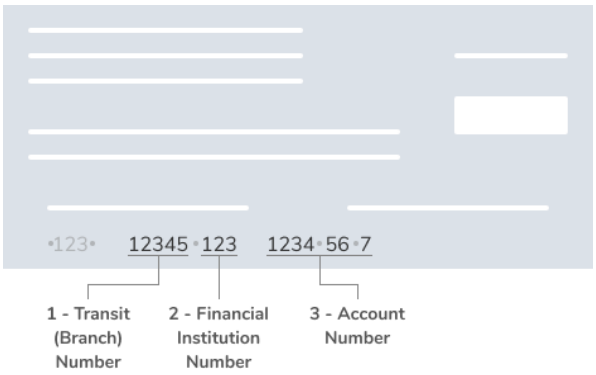
Note: This section is only to be completed if you have coverage through another insurance plan.

Plan name	Policy number	ID number
Last name of coverage holder	First name of coverage holder	Date of birth of plan member

E. Bank account details (Canadian financial institutions only)

To avoid payment errors and delays, please attach a voided cheque. A copy can also been obtained through the online banking services of your financial institution. Scan the document or take a photo of it, making sure all information is legible.

If you are unable to provide a voided cheque, please carefully complete the sections below.



Branch number	
Institution number	
Account number	
I hereby request that my benefits be paid via electronic funds transfer (direct deposit) to the account number listed above.	
Covered member signature	Date

F. Consent for the collection, use and disclosure of personal information

The personal information contained in this claim form and supporting documentation as well as other personal information held by ASEBP, or its Third Party Administrators, Alberta Blue Cross and CanAssistance ("Third Party Administrator"), is used to determine eligibility of this benefit, verify, assess and pay claims and administer your group benefit plan. It may be necessary for ASEBP and its Third Party Administrator to disclose pertinent records, information or payments to other health benefit or insurance companies for this purpose.

I hereby authorize any licensed physician, other health care professionals or institutions, health benefits or insurance companies, government or regulatory authorities or third parties to release pertinent records, information or payments to ASEBP or its Third Party Administrator for the purposes described above.

I understand that by virtue of the provisions of the Personal Information Protection Act of Alberta, my dependants are deemed to consent to the collection, use and disclosure of their personal information for the purpose of enrolment in and coverage under the group benefit plans, through me as the applicant.

I understand why the above information is required and am aware of the risks and benefits of providing this information. I consent to the collection, use and disclosure of my personal information for the purposes identified above. I understand that I may revoke my consent at any time and acknowledge that doing so will affect me and my dependants' eligibility to receive group benefits.

I certify that the information contained in this claim and supporting documentation is true, accurate and complete.

Patient/guardian signature (if patient is a minor)	Covered member signature	Date

If you have any questions regarding the collection, use and disclosure of your personal information, please refer to ASEBP's Privacy Policy at www.asebp.ca/privacy, or contact the privacy officer at 780-431-4786. This consent is being obtained in accordance with sections 7, 8, 9 and 61 of the *Personal Information Protection Act* of Alberta and, in relation to personal health information, section 34 of the *Health Information Act* of Alberta.

Alberta Government

Insurance Claim Consent and Authorization

Alberta Health
Out-of-Country Claims Unit
10025 Jasper Avenue NW
PO Box 1360 Station Main
Edmonton AB T5J 2N3

Key Information for Requesting Reimbursement for an Insurance Claim

- Personal information and health information that Alberta Health collects and discloses is used for the purposes of payment of benefits to Secondary Insurers, Brokers or Third Party.
- The enclosed Insurance Claim Consent and Authorization form will provide the authority for Alberta Health to assign payments to the secondary insurers, brokers or third party. This means the payment for hospital and physician services the patient receives will be made directly to the secondary insurers, brokers, or third party.
- ***Authorization for the release*** of health information and personal information is **only** valid for services provided during the period between the From and To dates on page two.
- The ***effective date*** section of this consent is time sensitive to allow for medical service claim(s) processing, and is revocable at any time by the Alberta resident with written notice to the Out-of-Country Claims Unit of Alberta Health.

Form Completion Instructions

All sections of the form on the next page must be completed in full and proof of payment provided. Omissions will result in an insurance claim not being processed.

Patient Information

- **Name of Patient** - print the full legal name of the patient who is receiving health services outside of Canada.
- **Alberta Personal Health Number** (PHN) - this is a unique 9-digit number assigned to all Albertans registered with the Alberta Health Care Insurance Plan that appears on the Alberta Health Care card.

Authorization for Release of Health Information

- **Information can be released to** - Write the name of insurance company, the name of a broker submitting on behalf of the insurance company, or third party who is not an insurer that is authorized to receive the patient's personal or health information.

Authorization of Payment

- This allows insurance company, broker or third party who is not an insurer to receive payment from Alberta Health for the health services received by the patient outside of Canada.
- **Name of payee** - write the name of the Payee which is the insurance company, broker submitting on behalf of the insurance company, or third party who is paying for the claims. This authorizes Alberta Health to pay the insurance company, broker or third party directly.

Effective Date

- The consent is only for the date range provided. **Note**: The patient can change the consent dates at any time by providing written notice to Alberta Health.
- **Departure Date** - The date the patient will leave Alberta to receive the approved health services.
- **To Date** - provide a date that is 18 months past the expected end of treatment date. The healthcare provider has up to 365 days from the date of medical service to submit a claim.

Signature

- By signing, you are declaring that the information provided on the form is true and correct to the best of your knowledge; that you authorize the sharing of the provided personal or health information for the purposes of Alberta Health reimbursing an insurance company, broker or third party for the cost of health services received by the patient while outside of Canada.
- The form **must** be signed by the Alberta resident or a duly legally authorized representative. If the form is signed by a legal representative that person must provide documentation at the time the form is submitted that identifies the specific legal relationship with the Alberta resident that allows that person to sign this form on behalf of the Alberta resident. Any documents submitted to show the legal representative's authority must be notarized copies. Notwithstanding any documentation submitted by a legal representative Alberta Health may request further confirmation as to the legal representative's authority to sign this form on behalf of the Alberta resident.

Submission

- Return a completed consent to your secondary insurance provider.
- This form must accompany the insurance claim.

Alberta Government

Insurance Claim Consent and Authorization

The information on this form is being collected and used by Alberta Health pursuant to sections 20(a) and (b) of the *Health Information Act* and section 33(c) of the *Freedom of Information and Protection of Privacy Act* for the purpose of assigning the payment of insured medical under the Alberta Health Care Insurance Plan and insured hospital services under the Hospitalization Benefits Plan to the insurer of third party named in this form. If you have questions about the collection and use of this information, please contact an Alberta Health representative toll free within Alberta at 310-000 then 780-427-1432.

Note: Failure to complete all sections of this form will result in Alberta Health not releasing health information or reimbursing an insurance claim. Proof of payment must be submitted with the insurance claim.

Patient Information

Name of Patient - please print

Alberta Personal Health Number (PHN)

PHN of Patient

Authorization for Release of Health Information

My health information can be released to:

Alberta Blue Cross on behalf of the Alberta School Employee Benefit Plan

Name of insurance company, and where applicable, the name of a broker submitting on behalf of the insurance company, or third party who is not an insurer (e.g. junior hockey clubs, churches).

to permit Alberta Health for reimbursement of health benefits paid on my behalf for the cost of insured health services by the insurer or third party which I received outside of Alberta.

Authorization of Payment

I, _____ hereby assign to Alberta Blue Cross

Name of Patient

Name of Payee

any amounts payable to me by Alberta Health for out of country health benefits.

Effective Date

This consent is effective From _____ (Departure date)

Date *(yyyy-mm-dd)*

To _____

Date *(yyyy-mm-dd)*

(at least 18 months from the earliest date of service to ensure sufficient time for processing). Please note: the submitter has up to 365 days from the date of medical service to submit a claim to Alberta Health.

Declaration

I, the patient, authorize disclosure of the following information for the purposes of Alberta Health to reimbursing health benefits paid on my behalf for the cost of insured health services received outside of Alberta, which may include the following: date(s) of service(s), type(s) of service(s) and reason(s) for service(s), amount(s) paid, name(s) of service provider(s), and where applicable, the facility name, and personal health number.

I also understand I have been asked to authorize disclosure of this information so as to permit Alberta Health to reimburse the identified insurance company, or third party who is not an insurer that has paid a medical service claim on my behalf, and I am aware of the risks and benefits of consenting, or refusing to consent to the disclosure. I further understand that this consent may be revoked by submitting such revocation to the Out-of-Country Claims Unit of Alberta Health.

I, certify that the information provided above on this form is true and correct.

Please print name of person signing

Signature of person completing request (if 18 years of age and over)

- or -

Signature of authorized representative (if person completing request is under 18 years of age or wholly dependent on the authorized representative by reason of mental or physical infirmity).

Please return this completed form to secondary insurance company.

If this document is being signed by someone other than the resident or the resident's parent, the individual signing must be a legal representative of the resident and must be accompanied by notarized copies of any legal documents that establish to the satisfaction of Alberta Health the individual's legal authorization to sign on behalf of the resident.