



Claims Procedure with Groupama

1. Visit your own GP. Tell your GP that you have Groupama private medical insurance and that you wish to be referred to a private consultant/specialist.
2. Once you have an appointment with a consultant, telephone the Groupama Helpline on **0870 2413532**
3. The Personal Advisor will take all the details from you and confirm the following:
 - That the treatment is eligible
 - That Groupama will pay the specialist's fees in full
 - The hospital, day patient unit & scanning centre are covered
4. A claim form will be issued to you. Once received, complete as necessary
5. Visit your consultant/practitioner and ensure that the relevant sections of the claim form are completed and returned to Groupama.
6. If further treatment is needed, Groupama need to be notified. Therefore, ensure that you telephone them before having further treatment.
7. Send in any outstanding accounts for treatment to Groupama.
8. In the unlikely event that you should you need additional assistance please call **ADVO Group – 0845 6122223**

IMPORTANT

It is important to remember that if you ask your GP to complete the claim form they may make a charge, which Groupama will not refund.

The completed claim form must be received by no later than six months from the date treatment starts with all the original invoices.

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