



## Claims Procedure with Health-on-Line

1. Once you have seen your General Practitioner, you must contact Health-On-Line Claims Helpline 01202 544 499 and quote your name and policy number.
2. A member of the the claims team will then take your details and check that you are an insured member under the policy and a claim form will be sent that day. Please note that you may be asked some pre-notification questions (ie nature if the condition, name of GP/specialist, procedure(s) to be performed and intended place of treatment).
3. All relevant sections of the claim form must be completed and it is important to sign the declaration (unless under 16 years then this needs to be signed by the parent/guardian). Your GP must also complete the medical section and sign the claim form. Please note that some GP's or Specialist's charge a signing fee and this charge must be settled by you. The completed form should be sent to Health-On-Line straight away.
4. Once the claim form has been received by Health-On-Line you will be advised either by phone or letter whether your planned treatment as specified by the specialist is covered by the policy usually within 5 working days. This will include confirmation on the eligibility of any tests that have been recommended.
5. If you have any queries contact the Advo team on 0845 612 2223

### IMPORTANT

Please note that if you fail to pre-notify Health-On-Line of your treatment then you will go ahead with the treatment at your own financial risk. In cases of emergency admissions, please ensure as best as possible that they are contacted by your next of kin or the hospital at the earliest opportunity.

[www.advogroup.co.uk](http://www.advogroup.co.uk)

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