



Claims Procedure with PHC

1. The first thing you should do is see your General Practitioner (GP).
2. Before seeing a Specialist you must call the claims line on 0800 0687111. All treatment must be pre-authorised through the helpline. A claim form will be sent to you the same day.
3. The claim form needs to be completed by you and your GP or specialist and returned to PHC.
4. All accounts will be settled directly. Should any accounts be sent direct to you they should be forwarded immediately to PHC. Some hospitals may require you to pay for some services e.g x-rays, blood tests etc yourself. If this does happen the receipted original invoices should be sent to PHC. For your own protection please take copies of your originals before sending them to PHC.
5. If you require any help or assistance with your claim please call the Advo Team on 0845 6122223

www.advogroup.co.uk

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