



Claims Procedure with Pru Health

1. Visit your own GP. Tell your GP that you have Pru Health private medical insurance and that you wish to be referred to a private consultant.
2. When you have an appointment to see a consultant (and before you see that consultant) **call Pru Health immediately on 0800 092 7333** in order to obtain a PRE-AUTHORISATION number. During the call you will need to advise Pru Health of the following:
 - The details of your condition and the intended treatment
 - Your GP contact details
 - The relevant specialist or therapist details

If you are covered for treatment you will then be given a pre-authorisation number.

3. Simply give your pre-authorisation number to the hospital or specialist and continue with your treatment. After that Pru Health will deal directly with all the bills and you don't have to worry about a thing. If you do receive a bill please send it to Pru Health. If your policy has an excess Pru Health will pay for the treatment in full and bill you for the excess afterwards.
4. In the unlikely event that you should you need additional assistance please call **ADVO Group – 0845 612223**

www.advogroup.co.uk

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