



Claims Procedure with Secure Health

1. Once your GP has advised that you need to see a Specialist you should telephone the Secure Health Claims team on 0845 302 0325 and advise them of the treatment you require.
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. A claim form will be sent to you on the day that you call.
4. The claim form needs to be completed by yourself, you GP and Specialist and returned to Secure Health as soon as possible.
5. Secure Health will then authorise the claim once they are in receipt of the completed claim form and have checked that your policy will allow the treatment you need.
6. If you require any further assistance with your claim please call the Advo Team on 0845 612 2223

www.advogroup.co.uk

Orchard Business Centre, Aylesford, Maidstone, Kent, ME16 0JZ
T 0845 6122223 F 0845 6122224 E info@advogroup.co.uk