

MP+ International

Claim Form & Authorization

Filing Instructions

Please follow these instructions prior to filing a claim and when completing the Claim Form. Assistance is also available from the International Medical Group® (IMG®) Customer Service Department at the telephone numbers listed below.

IF YOU HAVE NOT YET RECEIVED TREATMENT:

Pre-certification (notification of illness or accident):

You must call IMG to pre-certify any of the following conditions: any treatment requiring hospitalization; outpatient surgery, CAT scans, within 48 hours after an emergency admission to the hospital; care in an extended care facility; home nursing care; durable medical equipment including artificial limbs; or transplants. Pre-certification may be done by you, a relative, or a hospital representative.

Independent Preferred Provider Organization (PPO): Your plan may recommend you receive treatment from a provider within the US PPO. You may access a listing of physicians or facilities by:

- ▶ Using the IMG website, www.imglobal.com. This provides a complete listing of providers by specialty and geographic location.
- ▶ Contact the IMG Customer Service Department at the telephone number or mailing address listed below for a list of providers in your area. Please note, due to the size of the PPO network we can only send directories for your immediate area.

When receiving treatment from a PPO provider, please follow these instructions:

- ▶ Present your IMG medical identification card to the provider.
- ▶ Request that the provider send the bill directly to IMG. Please note, if you pay directly to the provider for an eligible expense this will likely affect your reimbursement from IMG. The negotiated fee for services will be the maximum reimbursement, whether paid to the provider or to you.
- ▶ Complete the Claim Form and submit it with all bills or invoices. If the provider has filed the claims on your behalf, simply forward the completed Claim Form to IMG.
- ▶ When receiving treatment from a PPO provider for eligible expenses, the submitted bills must be re-priced through the PPO to the negotiated rate. This procedure may extend the normal processing time of your claim.

IF YOU HAVE ALREADY RECEIVED TREATMENT:

- ▶ If this is a new claim, complete ALL PARTS of the Claim Form. If treatment was received in the United States you do not need to complete PART C.
- ▶ If this is a continuing claim, complete PARTS A AND D. If treatment was received outside of the United States, you should also complete PART C.
- ▶ Attach all itemized bills, statements and invoices for services and supplies.
- ▶ Please make certain that all documents indicate claimant's name, date of service, diagnosis and the itemized charges.

▶ **Mail completed form to:** International Medical Group, Inc.
Claims Department
P.O. Box 88500
Indianapolis, Indiana 46208-0500 USA
Phone: +1.800.628.4664 or Outside U.S. +1.317.655.4500
Fax: +1.317.655.4505
Or via email to insurance@imglobal.com

*Overnight packages should be sent to:
2960 North Meridian Street,
Indianapolis, IN 46208

Our goal at IMG is to process your claim quickly, accurately and efficiently. In order to achieve this, the Claim Form must be fully and accurately completed. Failure to do this will result in processing delays.

DIRECTIONS FOR SUBMITTING A CLAIM: *There are four parts to this form – A, B, C & D. Please carefully review the instructions below.*

- ▶ If this a new claim, complete ALL PARTS of this form. If treatment was received in the United States you do not need to complete PART C.
- ▶ If this is a continuing claim, complete PARTS A AND D. If treatment was received outside of the United States, you should also complete PART C.
- ▶ Attach all itemized bills, statements and invoices for services and supplies.
- ▶ Please make certain that all documents indicate claimant’s name, date of service, diagnosis and the itemized charges.

Notice: Any false statement, concealment or fraud shall render this insurance null and void and all claims hereunder shall be forfeited.

PART A. To be completed by the Claimant for all claims			
Claimant/Patient Name: (as it appears on ID card)		Passport/ Visa Number:	
<input type="checkbox"/> Male	<input type="checkbox"/> Female	Date of Birth: <i>(month/day/year)</i>	
Claimant’s Relationship to Primary Insured: <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other			
Name of Primary Insured: (as it appears on ID card)			Insured ID #:
<input type="checkbox"/> Male	<input type="checkbox"/> Female	Date of Birth: <i>(month/day/year)</i>	
Home Country Address:			
Current Address:			City:
State:	Zip:	Home Phone:	Work Phone:
Communications should be sent via Email to:			
Are you in school full-time? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please provide name of school, address and phone number:			
How many months of the year are you residing in the U.S.?			
If Claimant is or may be covered by other coverage, complete items below			
Name of Primary Insured: (as it appears on ID card)			Date of Birth: <i>(month/day/year)</i>
Group # of other plan:		ID # for other coverage:	
Insured Mailing address:		City:	State: Postal Code:
Name of other carrier:		Carrier Phone number:	
Carrier address:		City:	State: Postal Code:
Name of employer:		Employer Phone number:	
Employer address:		City:	State: Postal Code:

PART B. To be completed by the Claimant for each new condition, injury or illness (if you need additional space, please attach a separate sheet)

1. When did the first symptom of this condition begin? State the exact date if possible. (*month/day/year*)
2. How did the condition begin? State fully all symptoms and describe the condition in detail after it began. For accidents, include pertinent details such as how, when and where the accident occurred.

3. Have you ever had or been treated for this type of condition before? Yes No
4. List all the names and addresses of the providers you have seen for this condition.

5. What sicknesses, diseases, illnesses, injuries, or other physical, medical, mental or nervous disorder, conditions or ailments have you experienced during the last five years?
Please provide the name and/or description of each condition, dates of treatment, and name and address of the facility and/or attending physician(s).

6. Is this condition the result of an accident, injury, or illness:
 - a. Related to employment? Yes No
 If yes, are you applying for Worker's Compensation benefits? Yes No
 - b. Involving a motor vehicle or another person's actions? Yes No
 If yes, list the names of parties involved, insurance carriers and policy numbers.
 - c. Was a report filed with any governmental or investigating entities? Yes No
 If yes, please identify the department and the address where it was filed.

PART E. Privacy and Confidentiality Release Form

By completing this form, you are providing your consent for IMG to discuss information regarding your claim with the person(s) listed below. Without this written authorization, applicable laws do not permit IMG to discuss information protected under confidentiality and privacy laws with anyone other than your physician(s) or provider(s) of service.

I authorize IMG to discuss my claim with _____ who is _____
This authorization is valid for _____ months from the date signed (maximum of 12 months).

I give IMG permission to release the following information:

(Please select and initial)

- _____ Financial and claim information related to medical bills or claim form.
- _____ Provider name, date of service, total charge, total amount paid and date of payment.
- _____ Insurance ID number and/or patient account number

Privacy and confidentiality laws do not permit the release or re-disclosure of medical records obtained from a medical provider. Your medical information and records can be obtained directly from your medical provider.

I have read the contents of this form. I understand, agree, and allow IMG to use and release of my information as I have stated above. I also understand that signing this form is of my own free will. I understand IMG does not require that I sign this form in order for me to receive treatment, payment, or for enrollment or being eligible for benefits. I have the right to withdraw this approval at any time by giving written notice of my withdrawal to IMG. I understand that my withdrawing this approval will not affect any action taken before I do so. I also understand that information that's released may be given out by the person or group who receives it. If this happens, it may no longer be protected under the HIPAA Privacy Rule. I am entitled to a copy of this form.

Print Patient Name: _____ Insurance ID Number: _____

Signature of the Patient or parent if the patient is a minor child: _____

Date: _____ (month/day/year)

If this form is signed by someone other than the patient or parent, such as a personal representative, legal representative or guardian on behalf of the patient, submit the following: a copy of a health care representative form, power of attorney, a court order or other documentation showing custody, or other legal documentation showing the authority of the legal representative to act on the patient's behalf.