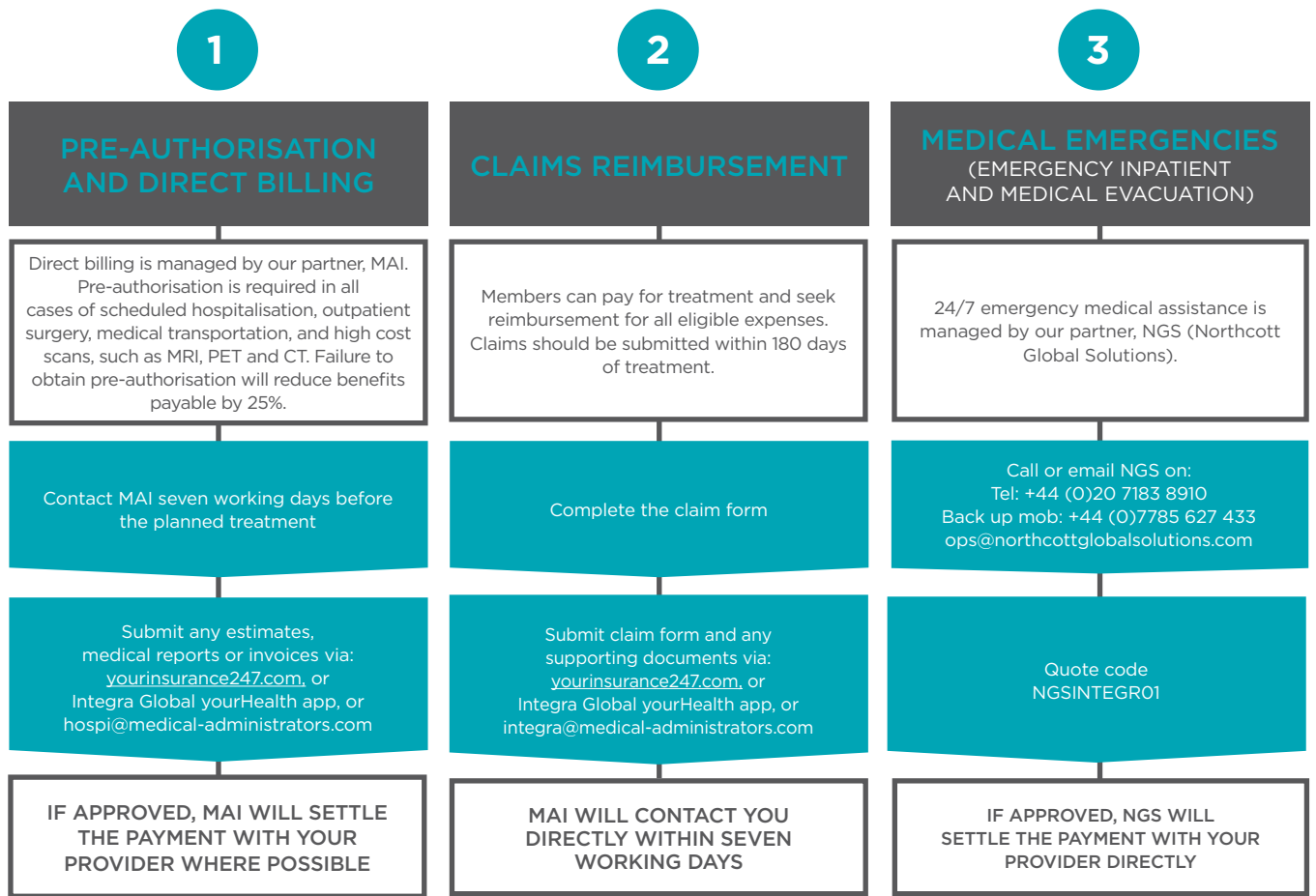


Claiming guide



There are three different ways in which your claim can be settled:



Submission of a fully completed file will ensure that your request is processed as quickly as possible

Contact details



The easiest way to contact us or manage your Integra Global health plan is through our app. **DOWNLOAD yourHealth** to pre-authorise treatment, submit claims, view previous claims' status and speak with our Member Care team.



For help in understanding your benefits, questions and general plan guidance, please contact our Member Care Team:

INTEGRA GLOBAL MEMBER CARE
+44 808 101 3483 or **+44 333 405 3003**
member-care@integraglobal.com

FOR CLAIMS, 24/7 PRE-AUTHORISATION AND GUARANTEE OF PAYMENT REQUESTS:

Pre-authorization is easy and only takes a few minutes of your time. For hospital stays and outpatient surgery, please notify MAI well in advance so that payment guarantees to hospitals can be arranged.

Pre-authorization is required in all cases of scheduled hospitalisation, outpatient surgery, medical transportation, and high cost scans, such as MRI, PET and CT.

No restrictions are imposed on the choice of physician, laboratory, hospital, except that the facilities must be licenced and the treatment performed by legally qualified providers and physicians practicing within the scope of their licence.

MAI CLAIMS TEAM
integra@medical-administrators.com

MAI HOSPITALISATIONS AND PRE-APPROVALS TEAM
EUROPE: +33 184 780 368
ASIA: +852 3106 7595
hospi@medical-administrators.com

FOR EMERGENCY MEDICAL ASSISTANCE quoting code number NGSINTEGR01:

For an emergency hospitalisation please notify us within 48 hours of admission.

NGS EMERGENCY ASSISTANCE TEAM
+44 (0)20 7183 8910
Back up mobile: **+44 (0)7785 627 433**
ops@northcottglobalsolutions.com