

# Your International Health Plan

## How to Claim Step-by-Step Guide

### INPATIENT TREATMENT AND ANY CLAIMS LIKELY TO EXCEED £1,000/\$1,700/€1,400



#### STEP 1 CONTACT CEGA (THE ASSISTANCE COMPANY)

Call **+44 (0)1243 621130** or email: **april-international@cegagroup.com**  
(You will need your certificate number and treating physician's details).



#### STEP 2 ASSESS YOUR CLAIM

CEGA will assess the claim and advise on cover available.



#### STEP 3 GO FOR TREATMENT

Receive your treatment as per the advice from CEGA. The hospital or physician will settle their bills directly with CEGA.

For further details on the above and how to claim on other benefits, please refer to your Policy Guide.

### OUTPATIENT AND DENTAL CLAIMS



#### STEP 1 OBTAIN A CLAIM FORM

It's on our website  
**www.april-international.co.uk**



#### STEP 2 COMPLETE THE CLAIM FORM

Your treating physician or dentist will need to complete part of the form.

- If the cost of the Claim is **LESS** than **£1,000/\$1,700/€1,400**  
Email the form and supporting invoices to: **claims@april-international.co.uk**

- If the cost of the Claim is **MORE** than **£1,000/\$1,700/€1,400**  
Post the form and supporting invoices to:  
April International UK, Minster House, 42 Mincing Lane, London, EC3R 7AE, UK.



#### STEP 3 ASSESS YOUR CLAIM

We will review the claim form and pay eligible benefits within 5 working days directly to your bank account.

### EMERGENCY MEDICAL EVACUATION CLAIMS



#### STEP 1 CONTACT CEGA (THE ASSISTANCE COMPANY)

When you have an emergency or life threatening medical condition and local medical facilities are not available or adequate, call **+44 (0)1243 621130**, or email: **april-international@cegagroup.com**  
(You will need your certificate number and treating physician's details).



#### STEP 2 ASSESS YOUR CLAIM

CEGA will assess the availability of the local facilities and decide whether a medical evacuation is required and make the necessary arrangements.



#### STEP 3 MEDICAL EVACUATION

You will be taken to the nearest centre of excellence to receive medical treatment. All medical and evacuation costs will be settled directly with CEGA.