

How to Claim for HealthBridge members

Members must follow the procedure described below when making any **claim**.

- **Pre-Authorisation** must be obtained from CS Healthcare before proceeding with any aspect of **treatment**. CS Healthcare reserves the right to refuse payment of benefit where **Pre-Authorisation** has not been obtained in advance.
- All **Pre-Authorised treatment** must take place at a selected hospital / medical services provider, as directed by CS Healthcare

Step 1

Visit your **GP**. If your **GP** refers you for tests or **treatment** and you wish to use your Healthbridge **policy**, ask your **GP** for an open referral letter.

Step 2

Call the Claims Helpline on 020 8410 0440[^]. Please ensure you have the following details:

- Your registration number
- Date symptoms started / details of related medical history
- Date you first visited your **GP** regarding this condition

Step 3

Your **GP** referral letter must be sent to CS Healthcare so that **we** can assess if your **claim** is eligible.

Step 4

CS Healthcare will assess the eligibility of your **claim** on receipt of the referral letter. On occasion CS Healthcare may need further information from your **GP** or **consultant*** to confirm if your **claim** is eligible.

Step 5

Once CS Healthcare has confirmed your **claim** is eligible we will write to you to confirm any initial **Pre-Authorisation** we are able to provide at this stage. We will also send you a **Claim** Form for completion by your **consultant/specialist**.

Step 6

Upon the receipt of the completed **Claim** Form, CS Healthcare will assess the eligibility of the proposed **treatment**. If the proposed **treatment** is eligible CS Healthcare will issue a **Pre-Authorisation** Certificate confirming the extent of cover available.

Step 7

When we receive invoices for **treatment** we will settle them directly with your provider. We will contact you to advise you of any co-payment amount you will need to settle directly.

Step 8

If you require further **treatment**, you must contact CS Healthcare to obtain further **Pre-Authorisation** before proceeding.

* Please see 'Access to Medical Reports' section on Page 31 of the HealthBridge Policy Document.

[^] Calls to CS Healthcare will be recorded and may be monitored for training, quality assurance purposes and/or the prevention and detection of crime.