

CPHA Excess Medical Insurance Plan

Claims processing procedure

If an injury occurs:

1. Immediately seek medical attention
2. Notify all medical providers of your secondary coverage (QBE Insurance)
3. As you are able- reach-out to our Broker; jack@jlwinsurance.com
Request a Claim form.
4. Complete and sign pages 1&2, make copies for yourself and email
or fax the completed forms to the contact information on the top left
5. After 48 hours call the Claims office to confirm receipt. Ask for their follow-up procedure.

Helpful hints

1. Reimbursement of expenses cannot occur until all bills have been submitted.
2. QBE only pays the providers. Keep detailed records of 'Out of Pocket' expenses paid to Providers. Obtain written confirmation of payments.