

OUT-OF-PROVINCE/CANADA EMERGENCY MEDICAL INSURANCE COVERAGE



*If you have a Medical Emergency while travelling call
WORLD ACCESS CANADA INC. - your Emergency
Assistance Helpline.**

What will I need when I call WORLD ACCESS?

- Your Provincial Health Insurance Number.
- Your Certificate Number, as shown on your coverage confirmation letter.
- Your World Access Plan ID Number, as shown on your Wallet I.D. Card.

YOU MUST ALWAYS CALL WORLD ACCESS before you seek emergency medical treatment.

At first onset of symptoms of a medical emergency and before you seek medical attention, contact the 24-hour World Access Assistance Center. Immediate contact to World Access is **necessary** to ensure expenses are covered. The following numbers are provided on your Wallet I.D. card, which you may want to keep with your passport:

In Canada/USA (Toll Free) 1-800-249-6556
In Mexico (Toll Free) 00-1-800-514-3702
In Other Countries (Call Collect) (519) 742-6683

What happens when I call WORLD ACCESS?

- World Access will make arrangements for payment of eligible expenses on your behalf. Do not assume that a hospital will make these arrangements with World Access when you show your Wallet I.D. Card.
- Advise your family and travelling companions that they should call on your behalf if you are unable to do so.
- World Access will coordinate claims payment from your Provincial Government Health Insurance Plan and any other plan in which you are enrolled.
- When necessary, World Access will make all transportation arrangements for emergency evacuation, transportation of a family member to your bedside and return of a vehicle.
- World Access will refer you to a physician or hospital within its network that can best provide the care you require.
- Once your claim has been reported to World Access, you may receive physician or hospital bills in error. Do not be concerned. Forward them immediately to: World Access Canada Inc., P.O. Box 277, Waterloo, Ontario, N2J 4A4.
- Keep copies of all your original receipts.

Should I always call WORLD ACCESS?

- **You should always call World Access immediately before you seek medical treatment.**

This call to the 24-hour World Access Assistance Center will ensure you are directed to the nearest appropriate medical facility, verify your coverage, and ensure there are no delays in treatment. At the first onset of symptoms of an Emergency, contact World Access. If you are unable to do so, because you are medically incapacitated, someone else must contact World Access as soon as is reasonably possible. Otherwise eligible expenses will be limited to \$2,000.

Is there anything I should do before I travel?

- **To simplify and expedite the payment of any claim, please follow these guidelines:**
 1. Make sure you understand your coverage: the plan covers you for emergencies only. An emergency is a sudden and unforeseen sickness or injury that requires immediate medical attention.
 2. If you require medication for an ongoing condition, remember to bring enough with you for the duration of your trip. It is also a good idea to carry a copy of your eyeglass prescription.
 3. Be sure your coverage is in force with your Provincial Health Insurance Plan and that you meet the residency requirements for your province.
- **You may be required to provide proof of your departure in the event of a claim.**

Proof can take any form so long as it identifies you (that is, that your name is shown), specifies the date and indicates that the transaction took place in your province of residence. Examples include a purchase made at the Canadian duty-free store, a stamped passport, an airline ticket or a credit card receipt.

Am I required to return home after a Medical Emergency?

World Access, in consultation with the attending physician, reserves the right to return the sick or injured Insured Person to his or her province or territory of residence. If you are able to return to your province or territory of residence following the diagnosis of, or emergency medical treatment and/or diagnosis of a medical condition which requires continuing medical care, treatment or surgery, and you elect to have the treatment or surgery performed outside your province of residence, no benefits shall be payable with respect to such continuing treatment or surgery. The immediate availability of treatment or surgery on return to the province of residence is not the responsibility of the Plan.

HAVE A SAFE TRIP!

For your safety, we recommend that you leave a copy of all your Out-of-Province/Canada Emergency Medical Insurance policy contact information with a close friend or relative. We also recommend that you obtain a letter from your physician on the stability of your medical condition before your departure.