Private medical insurance claim form





Please make sure that you read the following BEFORE completing the claim form:

- Confirmation of cover will be provided when we have made a decision on your claim. If you have any treatment or investigations and cover has not been confirmed this will be at your own risk, as cover may not be available.
- If your GP charges for the completion of this claim form, we do not pay this cost unless your claim is covered by the policy.
- The appropriate medical professionals must complete Section 4 of the claim form. If you are unsure as to who is to complete the claim form, please contact us.
- Other useful information about making a claim can be found in your policy documentation.

Please complete all relevant sections in BLOCK CAPITALS

1. Patient details				
Full name			Policy number	
Company name (if a company policy)				
Full address				
			Postcode:	
Email address				
Date of birth	/ /			
Telephone numbers: home			work	
mobile			Email	
Please give details of the symptoms you have heen experiencing:				
IF GP HAS COMPLETED A RE	FERRAL LETTER PLE	ASE ENCLOSE A (СОРҮ	
How long have you been				
experiencing these symptoms? — Please give dates				
Have you had any symptoms similar to this or in the same				
area before? Please provide full				
details of symptoms and dates				
Have you sought advice from				
ANY medical professional regarding these symptoms				
previously? Include private GP,				
pharmacist, physiotherapist, chiropractor etc. Please provide				
full details including names				
and dates				

3. GP details	
GP's name	
Name and full address of GP's surgery	
Telephone number of GP's surgery	Fax
GP email address	
Full name of specialist that the patient has been referred to	Practice Manager name
Hospital where specialist holds NHS consultancy post	
4. Medical details (to be or Please note that all information	ompleted by the GP or dentist) needs to be clear, precise and accurate, and all sections must be completed in BLOCK CAPITALS
When do the patient's records begin?	
Current episode	
Please describe the condition/ symptoms the patient is suffering from	
When did the patient first make contact with the surgery regarding these symptoms? (For example, when was the first appointment made?)	
What was the date of the first appointment?	
How long has the patient been aware of these symptoms/this condition?	
History of these symptoms/t	his condition
Please provide a full history of the condition – this must include dates of all consultations/advice/ treatment (including prescriptions). Please use additional paper if required	
How long before the FIRST EVER visit did the patient have symptoms?	

Related symptoms/conditions (Our definition of related is: Diseases, illnesses or injuries are related if, in our reasonable medical opinion, one is a result of the other or if each is a result of the same disease, illness or injury). Please provide a full history of any **related** symptoms/ conditions - this is to include dates of all consultations/ advice/treatment (including prescriptions). Please use additional paper if required. How long before the first visit did the patient have ANY **RELATED SYMPTOMS** Is there a referral letter? Yes No (Please tick as appropriate) If yes, please attach a copy I declare that to the best of my knowledge and belief the information given in this medical section is true and complete. Signature of GP/dentist Date Print name 5. Other insurer involvement/Third party claims Other private medical insurance company If you also have private medical insurance cover with a company other than Aviva, you will need to complete this section. When a person has two policies that may cover them, they can only claim eligible medical costs once. If you are included on another policy that provides medical cover, the cost of your treatment may be split between Aviva and the other company. You do not need to do anything except provide the information requested – we will deal directly with any other company involved. If you are covered by another private medical insurance company, we need to know the following: name, full address and contact details for the other company policy number Other medical company Third party This is when you have an illness or injury and you require medical treatment for which you are claiming from Aviva, as well as claiming costs against any person or company who may be responsible for that illness or injury. The details we need for these cases are: Your solicitor's name, address, telephone number and reference number (if you have appointed a solicitor) The name of the person who may have been responsible for your illness or injury, and their insurer's name, address, contact details and policy number. Third party involvement

Third party involvement (please give all third party details known to you)

6. Consent to obtain a medical report

We may require further information from your doctor to enable us to make a decision on your claim. We can only obtain this with your consent and therefore need you to sign and date the 'Consent and declaration' section on the next page.

You should be aware that you have certain rights under the Access to Medical Reports Act 1988 or the Access to Personal Files and Medical Reports (Northern Ireland) Order 1991. The main points of the Act are as follows:

- a) If you indicate (in the declaration below) that you don't wish to see the report we won't let you know if we apply for one. If you decide that you want to see the report, before it is sent to us, you can write to your doctor within 21 days to make arrangements to see it.
- b) If you indicate (in the declaration below) that you do want to see the report, we'll write to you at the same time we contact your doctor. We'll let the doctor know that you'd like to see the report; you then have 21 days to contact your doctor to make arrangements to see it. When you've seen the report your doctor might not send it to us until you've given consent to do so. If you don't contact your doctor within 21 days the report will be sent to us.
- c) You can ask your doctor if they'll amend any part of the report which you consider to be incorrect or misleading. If your doctor isn't in agreement, you may attach your comments to the report.
- d) You can ask your doctor to see a copy of the report up to 6 months after we've received it. If you ask for a copy of your report your doctor may charge you a fee to cover the cost.
- e) In some circumstances the doctor may decide, in the interest of your health, or to respect the interest of others, that you shouldn't see all or part of the report. The doctor will notify you of this and you'll have the right to see any remaining part of the report. If it's the whole of the report which is affected, this won't be given to us without your consent.
- f) You can withhold your consent (in which case we may be unable to proceed with your claim).

7. Consent and declaration

Please read the declaration and complete the boxes below:

I have read the section about my rights under the Access to Medical Reports Act 1988 (or the Access to Personal Files and Medical Reports (Northern Ireland) Order 1991). I agree to the provision of any and/or all of my medical records to Aviva in connection with this claim.

By signing below, I give my permission to any institution or person (including, but not limited to, hospitals, doctors, nurses and health professionals) who has been involved in my treatment both past and present, to provide Aviva (and third parties acting on its behalf) with any information, including full medical records, reports or notes, concerning my physical or mental health.

	to see the report before it is sent to Aviva (<i>please delete if y</i> ot consent to Aviva obtaining a medical repor		. —	t is sent to us).
I declare that,	to the best of my knowledge and belief, the information give	ven on this form	is true and comp	olete.
Signature of pa	atient (or signature of parent or guardian, if patient is under	16 years old).		
Signature		Date		/
Print name				
	vill only apply to this claim and will last until your policy endextend to all claims, please state here:	s. If you wish to	specify an expira-	tion date for this

Consent to discuss claims with another person

Due to data protection rules we are unable to discuss your claim with other people. This may sometimes cause you inconvenience, so if you'd like us to be able to discuss your claim with someone else e.g. your husband or wife, please provide their details below.

■ Claims – inc	lude but are not limited to initiating a	nd updating claims.	
First name		Last name	
Date of birth		Relationship to you	
Email		Contact number home/work/mobile	
	ll only apply to this claim and will last to extend to all claims, please state he		h to specify an expiration date for

Next Steps

Please sign the consent and declaration box and return this form with any enclosed invoices and third party claim details to:

Customer Service Department Aviva Health UK Limited PO Box 962 Chandlers Ford Eastleigh Hampshire

SO50 OAB or email to HCCT@aviva.com

Once we have received all the necessary medical information for your claim, we aim to reach a decision within five working days. If we need further information, or there are likely to be any delays, we'll get in touch with you on one of the telephone numbers you have given us.

Aviva Health UK Limited. Registered in England Number 2464270. Registered Office 8 Surrey Street Norwich NR1 3NG.

Authorised and regulated by the Financial Conduct Authority. Firm Reference Number 308139. A wholly owned subsidiary of
Aviva Insurance Limited. This insurance is underwritten by Aviva Insurance Limited. Registered in Scotland, No. 2116.

Registered Office: Pitheavlis, Perth, PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial
Conduct Authority and the Prudential Regulation Authority. Firm reference number 202153.

aviva.co.uk/health

