Health Claim Reimbursement Guidelines

Please note that an incomplete claim form may result in a delay or possibly a declination of the reimbursement.

Information Required to Process a Claim:

**All Claims**

1. The name of the patient
2. The name and address of the Doctor, Hospital or person who provided the care
3. Diagnosis Code/s and description of diagnosis (What was wrong)
4. Procedure Code/s and description of procedure (What was done)
5. Breakdown of charges for each procedure
6. Dates of service (If inpatient hospital stay- the admitting and discharge dates)

**Foreign Claims**

1. Translation - if in a foreign language (Insured can provide the translation)
2. Currency of payment

**Claims for Airfare and Accommodation**

1. Original airline ticket or itinerary showing the price of the ticket
2. Boarding pass as proof of travel: (if travel is first class or business class- include the economy air fare from travel agent at the time of booking & submit for reimbursement)
3. Original hotel bill

**Prescriptions**

Original prescription label showing:
- The name & address of the pharmacy
- The name of the patient
- The name of the medication
- The price of the medication

**Claims Forms**

Medical and Dental Claims forms are located on the Argus website at [www.argus.bm](http://www.argus.bm) under Forms

**Note:**

1. Include a daytime contact number on the claim form
2. Originals for all claims must be submitted together with a completed claim form and proof of payment (receipts)
3. Section E of claim form must be signed and dated
4. Section F is to be signed only if the provider is to be paid
5. Claims must be received by Argus within 12 months from the date of treatment

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