

IMPORTANT NOTICE


A duly completed and signed claim form is necessary even if you haven't made any payments. Your public health insurance plan covers some of the fees for medical care received during your trip. CanAssistance reimburses these fees in full, but must submit them to your provincial health insurance plan.


In accordance to the terms of your contract, by signing the form you authorize CanAssistance to:

- Access your personal and medical information required to adjudicate your claim
- Pay eligible expenses to service providers directly


Failure to return the duly completed form entitles CanAssistance to ask you to refund the fees paid on your behalf.

Filing a claim

-  Complete the claim form(s) and sign where designated with an X.
- Each person who received healthcare services must complete a claim form.
 - The form must be signed by the beneficiary (person who received healthcare services). If the claim involves a minor, the policyholder must sign the form.

-  Attach all the following documents:
- Original itemized bills for all healthcare services received, the diagnosis and treatment must appear clearly .
 - Original prescription drug receipts showing the name of the drug, the dosage and the price.
 - Proof of payment for all expenses claimed, such as a credit card statement or proof of a deposited cheque showing the currency in which the service was paid. In the absence of a bank or credit card statement, a receipt may be accepted.
 - Proof of your departure and return dates, such as a plane ticket, a stamped copy of your passport, a bank or credit card statement showing purchases made in Canada just before your departure date and immediately after your return.
 - Any other relevant document(s), such as medical reports, lab results, etc.

-  We recommend you keep a copy of your claim documents for record-keeping purposes, as they will not be returned.

-  Send the duly completed forms and all other required scanned documents online via our secure website:

canassistance.com/en/policyholder/depot

We reserve the right to request the original documents up to one year from the date of submission of your claim.
Or send the forms and original claims documents by mail to:

CanAssistance
Travel Claims Department
1981, McGill College Avenue, Suite 400
Montreal, Quebec H3A 2W9

Additional Information

Your claim will be reviewed as quickly as possible once we've received the required documents. The following situations may increase the time it takes us to process your claim:

- An incomplete claim form or missing document
- Delayed or missing detailed invoice
- Delayed or missing medical information

Eligible expenses are reimbursed in Canadian funds by cheque made out to the policyholder. If you're covered by more than one travel insurance policy, indicate this on your claim form. We will work with your other insurer to coordinate your benefits as needed.

If you receive a bill, please do not make any payments directly to the service provider unless we instruct you to do so. Simply send it to the address above.

Should you have any questions about your claim, please contact our customer service at 514 286-8336 or toll-free at 1 800 264-1852 Monday through Friday from 8:30 am to 5:00 pm or by email at claims@canassistance.com.

Disclaimer: Email is not a secure method of communication and should only be used for the transmission of non-confidential information.