

# CLAIM FORM



Bupa Supreme • Bupa Optimum

## BEFORE YOU FILL OUT THE CLAIM FORM, PLEASE REVIEW THESE GUIDELINES:

- Please make sure your provider completes section 7 (hospitals), section 8 (treating physician), and/or section 9 (other providers), including complete name, address, and Tax ID number.**
- Remember to sign the Claim Form.
- Complete all sections of the Claim Form in full using BLOCK CAPITALS.
- Have your health care provider sign and stamp the Claim Form.
- Complete a separate Claim Form for every patient and each incident.
- Include all original invoices with proof of payment.
- Make sure that we have a copy of the history of your present illness or condition.
- If you have another medical insurance policy, the claim must be processed first by the other insurer and then presented to Bupa with an explanation of how it was processed.

## PLEASE TAKE INTO CONSIDERATION THE FOLLOWING INFORMATION RELATED TO SPECIFIC TYPES OF CLAIMS

- Laboratory costs must include a list of the tests performed.
- Pharmaceutical expenses must include a list of all the medications acquired and a copy of the prescription.
- For dependents between the ages of 19 and 24, submit a Certificate of Dependent Student and a written statement signed by the policyholder attesting that the dependent's marital status is single.
- In case of a surgical procedure or biopsy, a pathology report must be included.
- In case of nasal trauma, x-rays, radiology report, and emergency report must be included.
- When filing the first claim for a newborn child, a copy of the birth certificate must be included.
- In case of an automobile accident, the police report must be included. If a police report cannot be obtained, include a letter from the treating physician with a full description of the accident. Also include an explanation of benefits from the auto insurance company. If the medical costs are not covered under the auto insurance policy, include an explanation from the auto insurance company. If you do not have auto insurance, an explanatory letter will be required.

**FAILURE TO COMPLETE SECTIONS 7, 8 AND 9 MAY RESULT IN THE DENIAL OF CLAIM.**

**IF YOU FILL OUT THE CLAIM FORM CORRECTLY AND SEND US ALL THE NECESSARY SUPPORTING DOCUMENTS, THE TIME NEEDED TO PROCESS YOUR CLAIM WILL BE GREATLY REDUCED.**

**IN CASE WE REQUEST ADDITIONAL INFORMATION TO ASSESS YOUR CLAIM, PLEASE REMEMBER THAT YOUR POLICY HAS A FILING LIMIT OF 180 DAYS. TO AVOID DENIAL OF YOUR CLAIM, PLEASE SUBMIT THE REQUESTED INFORMATION WITHIN THE FILING LIMIT.**

### Bupa Insurance Company

17901 Old Cutler Road, Suite 400 • Palmetto Bay, Florida 33157  
Tel. +1 (305) 398 7400 • Fax +1 (305) 275 8484 • [www.bupasalud.com/MyBupa](http://www.bupasalud.com/MyBupa)

### USA Medical Services • 24 hour emergency

Tel. +1 (305) 275 1500 • Fax +1 (305) 275 1518 • Toll free +1 (800) 726 1203 • [www.bupasalud.com/MyBupa](http://www.bupasalud.com/MyBupa)

## 1. POLICYHOLDER INFORMATION

Full name	Last name	First name	M.I.	Policy number	
DOB	MM / DD / YY	E-mail address			
Address					
Home phone				Work phone	
Cell phone				Fax	

## 2. CLAIM AGAINST OTHER INSURANCE COMPANY

In connection with this diagnosis, illness, or accident, have you made a claim, or are you making a claim against any other insurance company or benefit plan?  Yes  No

Name of company		Policy number	
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## 3. PREFERRED METHOD OF REIMBURSEMENT (PLEASE ✓)

- Please send a check
- Please apply the reimbursement amount as a partial payment of my premium
- Please transfer the reimbursement to my bank account in the USA
- Please transfer the reimbursement to my bank account outside the USA

## 4. BANK ACCOUNT INFORMATION

Account holder			
<input type="checkbox"/> Checking	<input type="checkbox"/> Savings	Account number	
Name of beneficiary bank		ABA number (ACH transfers)	For banks in the USA only
Branch number		SWIFT code	For banks outside the USA
Address and additional information			
Final account (if any)			
Name		Account number	
INTERMEDIARY BANK (PLEASE COMPLETE FOR TRANSFERS TO BENEFICIARY BANKS OUTSIDE THE USA)			
Name of bank		ABA / SWIFT / Other	
Address		Account number	

## 5. PATIENT INFORMATION

Full name	Last name	First name	M.I.	DOB	MM / DD / YY	
Gender:	<input type="checkbox"/> M	<input type="checkbox"/> F	Relation to policyholder:	<input type="checkbox"/> Self	<input type="checkbox"/> Spouse	<input type="checkbox"/> Child

## 6. DETAILS OF DIAGNOSIS, ILLNESS, OR ACCIDENT

Is this claim resulting from an accident?  Yes  No

If Yes, was the injury caused by the act or omission of a person other than then patient?  Yes  No

Place of accident  Auto  Home  Work  Other: \_\_\_\_\_

Diagnosis, nature of illness, or type of accident

Date of first symptom or accident

MM / DD / YY

Date of first consultation for this diagnosis, illness, or accident

MM / DD / YY

Have similar symptoms occurred previously?  Yes  No

When?

MM / DD / YY

## 7. IN CASE OF HOSPITALIZATION

Name of hospital

Tax ID number

Address

Period of hospitalization

From

MM / DD / YY

To

MM / DD / YY

## 8. TO BE COMPLETED BY TREATING PHYSICIAN

I certify that the information provided in sections 6 and 7 is complete and correct to the best of my knowledge.

Name of treating physician

Tax ID number

Address

Signature and stamp

Date

MM / DD / YY

Registration/  
license number

E-mail

Telephone

## 9. OTHER PROVIDERS

Name of provider

Tax ID number

Address

Telephone

Date

MM / DD / YY

## 10. DETAILS OF THE SERVICE PROVIDED

Date of service

Service provider

Description of service

Currency

Charges

MM / DD / YY

MM / DD / YY

MM / DD / YY

MM / DD / YY

MM / DD / YY

MM / DD / YY

MM / DD / YY

Total charges

Amount paid by the insured

Amount paid by other insurance

Balance due to provider

## ACKNOWLEDGEMENT

Any person who knowingly and with intent to defraud or deceive any insurance company by (1) filing an application for insurance or a claim containing any materially false information or (2) concealing or misleading information concerning any material fact, commits a fraudulent insurance act that may be considered a crime under applicable law.

The insurer, USA Medical Services, and/or any of their applicable related subsidiaries and affiliates will not engage in any transactions with any parties or in any countries where otherwise prohibited by the laws in the United States of America. Please contact USA Medical Services for more information about this restriction.

I certify that all of the information supplied in this Claim Form is complete, true and accurate.

## AUTHORIZATION FOR PROVIDERS TO RELEASE HEALTH INFORMATION

Bupa Insurance Company and its Miami subsidiaries and affiliates (collectively "Bupa") may need to use my and/or my dependents' protected health information including, without limitation, my and/or my dependents' medical records/history, prescription medication records, treatment records and plans, or any other medical or pharmaceutical information which may be related to this claim. I hereby authorize any physician, hospital, lab, pharmacy, or any other health care provider, health plan, employer/group policyholder or benefit plan administrator, the Medical Information Bureau (MIB), or any other organization or person, including any member of my family having access to any medical records or knowledge of myself or my health, to disclose such information to Bupa, its Business Associates, or its designated agents (collectively, "Bupa Entities"), to evaluate this claim for insurance benefits.

I understand that Bupa's ability to properly adjudicate my claim is dependent upon the receipt of all necessary health information. As such, my refusal to provide this authorization may result in the denial of this claim.

I understand that:

- I am entitled to receive a copy of this authorization.
- A copy of this authorization shall be as valid as the original.
- The authorization shall be valid throughout the life-cycle of the claim, including adjudication, auditing, and quality control activities.
- I have the right to revoke this authorization by notifying Bupa in writing and subject to and in accordance with 45 C.F.R. §164.508. However, the revocation will not be effective until Bupa receives and processes such revocation. Revocations shall be sent by postal or electronic mail to:

Bupa Privacy Office  
17901 Old Cutler Road, Suite 400  
Palmetto Bay, Florida 33157 USA  
Privacyoffice@bupalatinamerica.com

In the event that I am represented by a Master General Agent, I hereby authorize that person to review the information provided on this Claim Form.

I have reviewed and understand the content and purpose of this Acknowledgement and Authorization. By signing, I am confirming that the authorization decisions noted above accurately reflect my wishes.

Policyholder's signature		Date	MM / DD / YY
Patient's signature (if 18 or older)		Date	MM / DD / YY