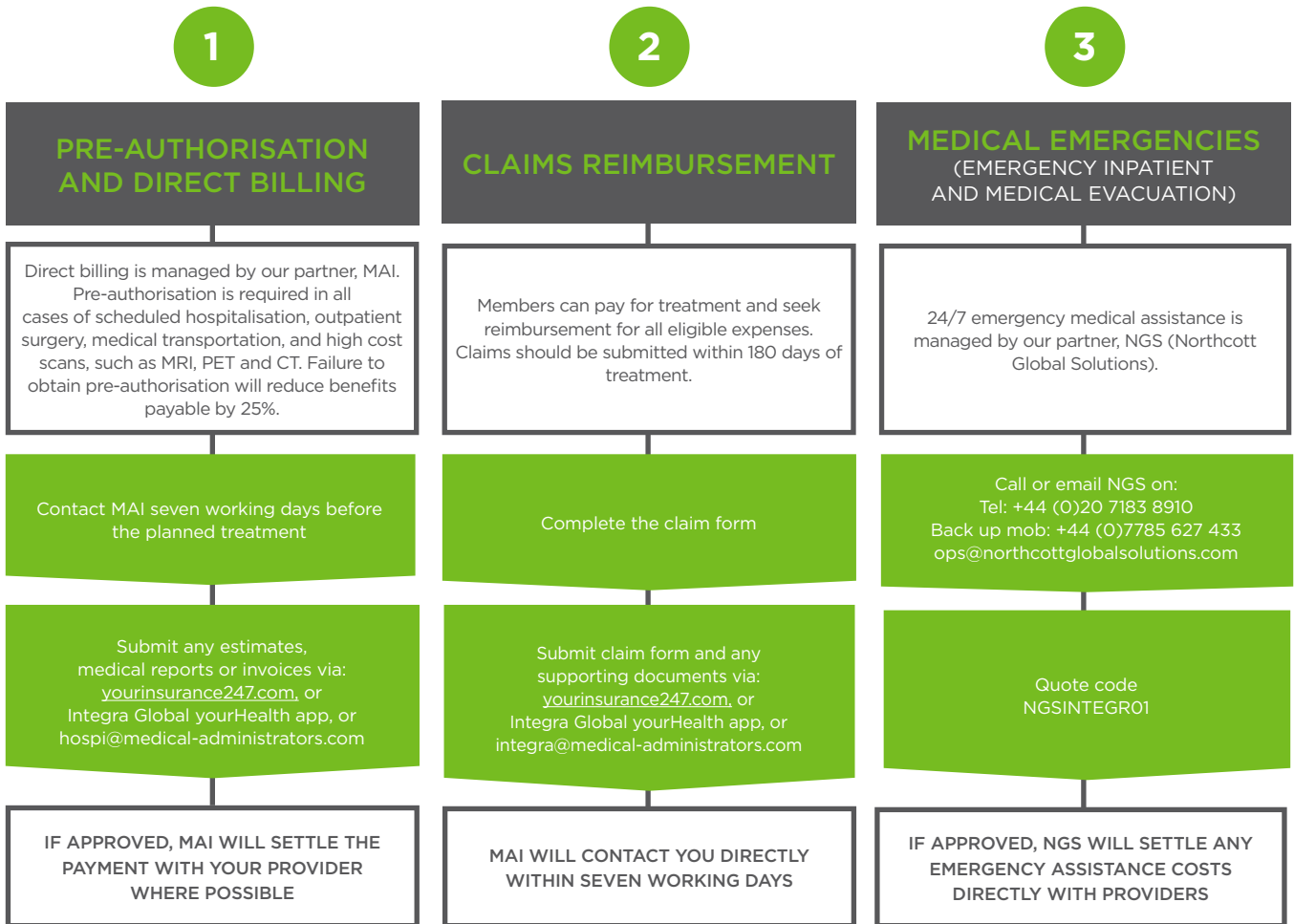


# Claiming guide

There are three different ways in which your claim can be settled:



*Submission of a fully completed file will ensure that your request is processed as quickly as possible*

## Contact details



The easiest way to contact us or manage your Integra Global health plan is through our app. **DOWNLOAD yourHealth** to pre-authorise treatment, submit claims, view previous claims' status and speak with our Member Care team.



For help in understanding your benefits, questions and general plan guidance, please contact our Member Care Team:

**INTEGRA GLOBAL MEMBER CARE**  
**+44 808 101 3483** or **+44 333 405 3003**  
**member-care@integraglobal.com**

### FOR CLAIMS, 24/7 PRE-AUTHORISATION AND GUARANTEE OF PAYMENT REQUESTS:

Pre-authorisation is easy and only takes a few minutes of your time. For hospital stays and outpatient surgery, please notify MAI well in advance so that payment guarantees to hospitals can be arranged.

Pre-authorisation is required in all cases of scheduled hospitalisation, outpatient surgery, medical transportation, and high cost scans, such as MRI, PET and CT.

No restrictions are imposed on the choice of physician, laboratory, hospital, except that the facilities must be licenced and the treatment performed by legally qualified providers and physicians practicing within the scope of their licence.

**MAI CLAIMS TEAM**  
**integra@medical-administrators.com**

**MAI HOSPITALISATIONS AND PRE-APPROVALS TEAM**  
**EUROPE: +33 184 780 368**  
**ASIA: +852 3106 7595**  
**hospi@medical-administrators.com**

### FOR EMERGENCY MEDICAL ASSISTANCE quoting code number NGSINTEGR01:

For an emergency hospitalisation please notify us within 48 hours of admission.

**NGS EMERGENCY ASSISTANCE TEAM**  
**+44 (0)20 7183 8910**  
Back up mobile: **+44 (0)7785 627 433**  
**ops@northcottglobalsolutions.com**