Redbridge

USE OF SERVICES
AND CLAIMS



Travel Assistance

PROGRAM

Travel Assistance Service - Global Network Providers - 24/7 Service

Redbridge

USE OF SERVICES,NOTIFICATION AND PRE-CERTIFICATION

1. All assistance services being utilized shall be notified within **72 HOURS** of the event, and obtain **Pre-Certification** by Redbridge. Failure to comply with this requirement shall exonerate Redbridge of any responsibility and its obligation in relation to the service(s) requested.

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+1 (786) 653-3717 | +1 (305) 537-1145 | service@redbridgeassist.com

   a. Provide the following information:
      1. Full Name
      2. Certificate number issued by Redbridge
      3. Trip dates
      4. Type of assistance required
      5. Copy of passport
      6. Country of permanent residence
      7. Telephone number and place where you may be located

   b. During the **Pre-Certification** process, Redbridge shall inform you of:
      1. The amount of benefit authorized;
      2. If the cost is assumed directly by you, or not; and/or
      3. The conditions applicable for reimbursement in accordance with the event or emergency.

2. If an Emergency puts your life at risk, seek immediate medical attention. If an emergency does not allow you time to contact and obtain **Pre-Certification** by Redbridge, you or the person responsible to act on your behalf remains obliged to contact Redbridge within the next **72 HOURS** following the onset of the event, and in such case, must provide the original records and invoices supporting the event.

3. Accept the alternatives, recommendations and solutions provided by Redbridge, including but not limited to of the need for repatriation, among others.

4. Obtain and complete the Property Irregularity Report (PIR) provided by the carrier.

5. Provide written authorization to Redbridge for the Release of your Medical Information by individuals, professionals, entities, medical authorities and institutions which intervened in the emergency or event to allow proper assessment of the services requested.

CLAIMS PROCESS

To request reimbursement or compensation, you must:

1. Have notified Redbridge within the first **72 HOURS** of the onset of the event, and obtained **Pre-Certification** by Redbridge;

2. Submit to Redbridge within the next **90 DAYS** after the onset of the event, the Claim Form and all required documents for the proper evaluation of the claim. Forms or claims submitted after this period will be declined with no right to payment or reimbursement.

Redbridge

DOCUMENTS REQUIRED WHEN SUBMITTING A CLAIM:

1. Claim form duly completed and signed by the patient.
2. Authorization form to Release Medical Information signed by the patient.
3. Evidence of the trip, including but not limited to stamped passport pages, trip itinerary and round-trip tickets.
4. Medical Records including: notes from the attending physician, diagnostic tests, radiology and magnetic resonance imaging reports and prescriptions, among other requested information to substantiate the full claim reimbursement requested.
5. Original invoices and receipts including: patient's name, date of service, diagnosis, procedure, cost per service, as well as the name, address and telephone number of the attending physician and the hospital. In this case, the Claim Form must be completed and signed by the attending physician.
6. Copy of any other travel assistance plan, similar plan and/or insurance policy, even if through Redbridge and/or its affiliates.
7. Legal Assistance and Bail Bond: police report, judicial order, attorney invoice, and evidence of payment.
8. Fare Ticket: submit to Redbridge the unused segment of the fare ticket, whenever the Company pays for the cost of the fare.
9. Baggage Loss/Delay: PIR (Property Irregularity Report), copy of the luggage identification/control tag issued by the carrier, and a written statement by the carrier accepting responsibility for the loss/delay of the baggage.
10. Towing Services: copy of the vehicle rental contract, towing service invoice and evidence of payment.
11. Flight Delay, Cancelled or Missed Connection: original receipts for the incurred expenses previously approved by Redbridge and a written statement by the carrier accepting responsibility for the delay, cancellation or missed flight connection.

IMPORTANT

Illegible or altered documents, and/or copies of bank or credit card statements are not accepted.

Redbridge reserves the right to request any additional information or document which is deemed necessary during the claim evaluation process and to verify the authenticity of such documents.

SEND ALL DOCUMENTS TO:

Redbridge | Claims Department
P.O. Box 144490, Coral Gables, Florida 33114 U.S.A.
Email: service@redbridgeassist.com

Redbridge®

ASSURE YOUR PEACE OF MIND

FOR EMERGENCY ASSISTANCE DURING YOUR TRIP CALL:

TOLL FREE
USA AND CANADA

1.866.537.1145
1.800.785.4154

FOR SERVICES
ASSISTANCE CALL

1.305.232.9040

DIRECT NUMBERS

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