

How to claim for JF Royal Visitor plan

Out and In-Patient Services (with Hospital Admission)

In the Event of emergency or hospitalization, you must call Ontime Care Worldwide Inc. (OTC) immediately:

From Canada and U.S., call toll free 1-888-988-3268

From all other locations, call collect 905-918-0188

Do not assume that someone will contact **Ontime Care Worldwide Inc.** on your behalf. It remains your responsibility to ensure that **Ontime Care Worldwide Inc.** has been contacted prior to receiving any treatments or within 24 hours after admission.

Clinic Services

1. Visitors should go to the nearest clinic, medical centre, or family physician.
2. Before leaving the medical service provider, the visitor should obtain a copy of the Physician's medical report. (If any major tests or procedures are to be performed, the visitor must contact **Ontime Care Worldwide Inc.** for coverage information before proceeding.)
3. If the visitor has paid for the services up front, they must obtain a payment receipt for the visit and a pharmacy receipt for any prescription medications (there is no coverage for non-prescription or over-the-counter medications, and we do not reimburse the fees to obtain medical report if one is charged).
4. Send in a signed & completed Claim Form, Consent Form, the physician's report(s), original bill(s) and payment receipt(s) to the address on your claim form. If a prescription was filled, be sure to provide the original prescription pharmacy receipt that indicates the medication information and the prescription doctor's information.