Accident & Health
International Underwriting
Pty Ltd (AHI)
GPO Box 4616
Sydney NSW 2001

ABN: 26 053 335 952
AFS Licence No: 238261

T. +61 2 9251 8700
Toll Free. 1 800 618 700

E. claims@ahiinsurance.com.au
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Claim Form
Sport / Voluntary Workers

Important: Please read before you complete this form

1. This form consists of several sections. Please provide answers to all of the information required in order to avoid delays with your claim.
2. Please note that Sections 1, 2, 3, 4, 6, 7 & 8 are compulsory.
3. Note: This form can be completed electronically. If completing this form by hand: Please print.
4. The issue of this form is not an admission of liability by AHI.

01. Your Details

Compulsory

Policy Number

Expiry Date

Association / Team Name

Type of Sports / Activity

Occupation

Given Name(s)

Family Name

Date of Birth

Gender

M F Other

Parent or Legal Guardian Name

Residential Address (cannot be a PO Box)

Suburb

State

Postcode

Email Address

Daytime Contact Number

Alternative Number

What are you claiming for?

Weekly Benefits (if insured)

Medical Expenses

Other

02. Payment Details

Compulsory

Please provide bank and account details for payment

Account Holder's Name

BSB Number (6-Digits)

Account Number

Bank

03. Details of Injury

Compulsory

Date of Injury

Time

AM / PM

Location where injury occured

What is the injury?

How did the injury occur?

Was this an authorised sporting or association activity?

Yes

No

04. Medical Questions

Compulsory

When did you first see a doctor for this condition? Date

Have you previously suffered from the same or a similar injury? Yes No Date

Are there or do you envisage any complications? Yes No Give details

Do you have other private health cover? Yes No Type of cover

Please note that if you have private health insurance you must first make a claim on them.

Name of initial medical attendant

Phone number of initial medical attendant

Name of regular medical attendant

Phone number of regular medical attendant

Is there anything in your medical history which may have contributed directly or indirectly, to the injury or which may be likely to retard your recovery?

Yes No Give details

Nature of operation / hospitalisation (if any) to

If you are unable to go to school or work, when do you expect to be able to return?

05. Loss of Income

To be completed only if claiming loss of income

We are unable to process benefit payments without confirmation of income

1. If self employed please indicate by ticking the box

Confirmation of earnings MUST be submitted with claim form (i.e. Income Tax Return & Profit/Loss Statement)

2. If employed as a wage earner the following is to be completed by your employer (or attach pay slip).

I hereby certify that has been unable to attend his/her usual occupation with the company as a result of an

Injury / Illness suffered whilst on the

He/She has been incapacitated since and is expected to/did resume duties on

His/Her Gross Salary, exclusive of bonuses, commission, allowances etc. at the Date of Injury was $ per week

During the period of incapacity he/she received $ from to

Name of Company

Has been employed since

Address

Signature of Supervisor or Paymaster

Date

Name (Please Print)

Telephone Number

06. Club / Association Declaration

Compulsory

Name

Name of Secretary / Office Bearer

I hereby certify that whilst particpating / playing in an authorised club activity

was injured on Date

Signature of Secretary / Office Bearer

Date

Telephone Number

07. Declaration

Compulsory

General Insurance Code of Practice
AHI proudly support the General Insurance Code of Practice (the 'Code'). The purpose of the Code is to raise the standards of practice and service in the general insurance industry. For further information on the Code, please visit www.codeofpractice.com.au.

Complaints and Disputes Resolution
If you have a dispute and after talking to AHI, you are still dissatisfied and you wish to take the matter further we have a Complaints and Dispute Resolution Procedure which undertakes to provide an answer to your concerns within 15 business days in accordance with the General Insurance Code of Practice. If you still remain dissatisfied after proceeding with the above, our process includes advising you on how to contact the insurance industry's external independent complaints scheme, the Australian Financial Complaints Authority (AFCA). Access to this scheme is free of charge to you.

By signing and dating the form above or returning this form electronically, once completed, you declare the following:

Declaration:
I/We certify that the information given in this form is truthful, accurate and complete. No information likely to affect this claim has been withheld. I/We understand that this claim may be refused if information is untrue, inaccurate or concealed.

Authority
I authorise any hospital and/or physician who has treated me to provide AHI with copies of medical records or of my past medical history, as requested.

Privacy Declaration
I/We agree that, by submitting this form, the personal information I/we provide to AHI in this form or otherwise may be collected, held, used and disclosed in the manner set out in the AHI Privacy Policy found at www.ahiinsurance.com.au, including for the processing of this claim.

Signature of Claimant / Parent / Legal Guardian

Date

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Medical Certificate

The claimant must obtain at own expense from the patient's usual doctor in all cases
Important: the medical attendant is respectfully requested to give as much detail as possible in order to assist our client and avoid the necessity of additional enquiries

08. Patient Details

Compulsory

Patients Full Name

Date of Birth

Please give complete diagnosis of this condition

History

When did the patient first receive medical treatment?

Is there a previous history of this or a similar condition? Yes No

If Yes, please provide details

How long have you known the patient? Days Months Years

Are you the regular general practitioner? Yes No If not, please advise who is

Sickness

When was sickness first contracted?

OR

When did symptoms become evident?

Injury

When did the patient first suffer the injury?

What was the cause of the injury?

Degree of Disability

When was patient obliged to cease work?

Date

When was / will the patient be able to return to:

Some Duties?

Full Duties?

Treatment of Present Condition

When were you consulted?

Initially

Most recently

Was patient confined to hospital? Yes No

From

To

If Yes, please advise name and address of hospital

What other surgical or medical procedures are possibly contemplated?

Are there any underlying conditions affecting recovery from the current conditions? Yes No

If Yes, could you advise the nature of underlying conditions and how they affect disability and recovery

What is the current prognosis?

Are there any further remarks which may assist in assessing this condition?

Print Name

Qualification

Signature

Address

Phone

Fax

Date

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Non-Medical Expenses Notice to Claimants

If you are claiming reimbursement for medical expenses incurred as a direct result of injury, please complete the following claim schedule. If you are claiming the difference in shortfall of a payment from AHI you must first seek reimbursement from your Private Health fund (if applicable) and submit the accounts with your claim. For reimbursement relating to Medical Expenses, please read the following information carefully.

We advise that Your Policy will cover non-Medicare Medical Expenses to the amount stated in the Policy (after the deduction of any excess) for injuries which occur during insured activities. The policy will cover fees incurred as a result of injury including, but not limited to fees paid to nurses, hospitals, chiropractors, osteopaths and physiotherapists. Please note that you are expected to settle accounts first and then seek reimbursement.

We advise that this company must comply with Federal legislation that limits the benefits that General Insurers, Health Funds (and others) are legally allowed to insure. As a General Insurer we are prohibited from reimbursing medical expenses that are covered by the Medicare Scheme.

We can pay:

- 100% of Theatre Fees & Accommodation Fees in a hospital where the Insured Person is a private patient in a public or private hospital, subject to policy limits.
- Any other Medical expenses which are not covered by Medicare.

We cannot pay:

- Any out of hospital or outpatient expenses which have a Medicare component.
- Any amounts above the Scheduled Fee, or “gap” fees related to Medicare services
- When you are a public patient in a private or public hospital. Everything is covered by Medicare in this circumstance.
- For out of hospital Doctor or Specialist visits, Medicare refunds a specific percentage of the Scheduled Fee depending on the service. No-one can reimburse any other amount for these expenses.

Examples

Medical Services	Amount Charged	Scheduled Fee	Medicare Pays	We Pay	Insured Pays
Private Hospital Acommodation	$400.00	$0.00	$0.00	$400.00	$0.00
Private Hospital Doctor Consultation	$92.00	$62.85	$47.14	$0.00	$44.86
GP Consultation out of hospital (no bulk billing)	$36.00	$24.50	$20.85	$0.00	$15.15

Please note that where a Private Health Fund has reimbursed the “gap”, no further reimbursement is available.

Further information on these limitations should be available from the Department of Human Services.

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Claim Form
Accident / Injury Expenses

Reimbursement is calculated as follows:
A – D in the case of no Medicare component.
Please note: Federal Legislation prohibits General Insurers from contributing to out of pocket expenses against Medicare eligible services.
Please note: In the case of a "Medicare gap" being paid by your Health Fund, no further benefit is claimable from AHI.

		A	B	C	D	Office Use Only	
Date Expense Incurred	Item Description	Fee Charged	Scheduled Fee	Medicare Benefits	Health Fund Benefit	Amount Payable by AHI	Details
	Totals						