

## How to claim

Once you have a policy with Morgan Price our claims procedure is simple. All you need to do is follow the steps below:

### Medical emergency/evacuation claims



Contact our 24 hour claims helpline immediately on the number shown on your membership card:  
+44 (0) 3300 581 668

You will need to provide your certificate number and details of the treating physician/medical facility



Assistance will be provided to approve and arrange evacuation/transportation, if necessary, and to arrange direct settlement of costs with medical facilities for covered treatment.



If you are unable to make contact immediately, you must call the helpline within 48 hours to obtain approval and pre-authorisation of costs.

You will be responsible for 25% of the covered costs if you do not obtain pre-authorisation.

### Claims requiring pre-authorisation (all in-patient and day-patient claims)



Pre-authorisation must be obtained before commencing any In-patient and Day-patient treatment.  
**YOU WILL BE RESPONSIBLE FOR 25% OF THE COVERED COSTS IF YOU DO NOT OBTAIN PRE-AUTHORISATION.**



Contact our 24 hour claims helpline on the number shown on your membership card:  
+44 (0) 3300 581 668 or  
mpclaims@morgan-price.com  
For German Residents select Option 1 or email euroclaims@morgan-price.com

You will need to provide your certificate number and details of the treating physician/medical facility



Once the treatment costs have been approved by our Claims Team, in most circumstances we can arrange to pay the treatment costs directly to the hospital/clinic.

### Out-patient and dental claims



Visit your physician or dentist in the usual way, remembering to take a claim form with you.  
**The physician/dentist must complete sections 6 or 7 of the form.**



Pay for the treatment yourself and obtain an invoice/receipt. Complete sections 1 to 5 of the claim form.



Email the fully completed claim form with the invoices/receipts to mpclaims@morgan-price.com or if you are a German Resident, email euroclaims@morgan-price.com or by post to the address on the claim form.

Remember to retain a copy of the claim form and invoices/receipts

#### PLEASE NOTE:

We would remind you that all claims should be submitted within 3 months of the date of treatment otherwise they will not be considered for reimbursement.

For members seeking treatment in the UK, helpful information about consultants and private hospitals is available on the website of the Private Healthcare Information Network [www.phin.org.uk](http://www.phin.org.uk).