



## **COLLEGE CLINIC LTD. CLAIMS PROCEDURE AND DIRECT BILLING FACILITY TERMS AND CONDITIONS**

**The College Clinic insurance claim facility means that we will claim the fees you owe the Clinic direct from your insurance company on your behalf.**

- Complete registration (see below)
- Check in at reception at each visit. Failure to do so could delay the processing of your insurance claim and may lead to you being billed personally.
- Sight of your valid insurance card is required at each visit to the Clinic. Photo copies or expired cards will not be accepted.
- Insurance claims will only be made at the time of attendance in the Clinic. Claims will not be made on your behalf once you have left the Clinic.

### **Registration:**

- The following is required for registration:
- Your up-to-date passport or European ID card, credit or debit card (please note, we do not accept American Express) and an up-to-date valid Insurance card.
- The above documents need to be renewed annually alongside the expiry of your insurance policy. Please supply the College Clinic with these documents on an annual basis when your insurance policy is renewed.
- College Clinic registration paperwork needs to be completed in full before any claims can be made. Failure to complete registration will result in the Clinic not making claims on your behalf.

### **Once Registration has been completed:**

- Please complete all claim forms in full. College Clinic cannot be held responsible for any incomplete forms.
- Your signature on the claim form confirms the details the doctor/specialist has written. The Clinic cannot be held responsible for any errors made on the claim form.
- Should your insurance company decline to cover your claim you will be required to settle the payment in full with the College Clinic within two weeks of notification. Failure to settle the payment within this time period will result in the Clinic withdrawing this facility from you.
- Any queries to be dealt directly between the insurance company and the patient.