

# Claiming

## INTERNATIONAL STUDENTS

Settling a medical emergency claim involves several steps. At Claims at TuGo, we are dedicated to make the process as simple and expedient as possible.

Essentially, the claim settlement process involves reviewing your claim by matching benefits in the policy and then verifying and settling all costs involved. If your emergency involved simple out-patient care, we need only your completed claim form and bills. If, however you needed non-standard testing and/or numerous follow-up visits, or if you required an in-patient hospital stay, we must track down a number of documents for review.

So please bear with us while we collect:

1. A medical authorization signed by you so we may have access to all information regarding your health;
2. Medical history check which we request from your treating physician;
3. All original, itemized bills;
4. Your signed claim form with all sections completed.

When submitting your claim, please:

1. Read the claim form carefully, and complete it accurately and fully;
2. Sign the claim form;
3. Enclose original copies of all self-paid bills and receipts, keep photocopies of all your documents for your own records;
4. Submit your claim within 60 days of consultation;
5. Mail all above documents to the following address as soon as possible;

Claims at TuGo  
10th Floor, 6081 No. 3 Road,  
Richmond, BC  
Canada  
V6Y 2B2

TiSi Student Insurance is sponsored by TiSi Financial Inc.  
For more information, please visit our website at [www.tisi.ca](http://www.tisi.ca) or e-mail us at [info@tisi.ca](mailto:info@tisi.ca)

For information regarding doctors in different regions, please visit our website at [www.tisi.ca](http://www.tisi.ca) or call our toll free services line at 1-866-892-8474 for assistance.