

Claim Form

Important note

Please complete, sign and return the Claim Form to: **gapclaims@centriq.co.za**

- 1 Please note that this is not an automatic process, and you will be required to submit a separate claim form to the claim that has been submitted to your Medical Scheme.
 - 2 Fully completed and signed claim form. Ensure all required fields are filled in and signatures are provided where indicated.
 - 3 Copy of the doctor's account(s). This should detail the services rendered and the costs charged.
 - 4 Detailed hospital account. This is especially important for in-hospital procedures. Must include admission/discharge dates and ICD10 codes.
 - 5 Medical scheme claims transaction history. This must show how the medical scheme processed and paid the claim.
 - 6 Authorisation confirmation from your medical scheme or proof that the procedure was authorised by your Medical Scheme.
 - 7 Proof of bank details. If your claim payment bank account differs from your debit order account, include a bank statement.
 - 8 Dr/Provider Account/Statement. Statement of account from the provider or Dr where related to in-hospital procedures.
 - 9 Proof of Payment (if applicable). If you've already paid the doctor, include a receipt or proof of payment.
 - 10 Oncology Diagnosis. Diagnostic report outlining stage of cancer.
 - 11 You have six months from the last day that you were hospitalised to submit your claim and relevant supporting documentation. Any Claim received for the first time after the six month period has expired, may not be honoured.
 - 12 Claims paid from savings accounts are not eligible for gap cover reimbursement unless these are for claims from the Accidental Casualty, Casualty Illness and Mediclinic Specialist benefit.
 - 13 Out-of-hospital procedures may not be processed if not related to any ICD10 code, procedure code or valid gap claim per the available benefit and as per the policy.
 - 14 If you are completing waiting periods (3-month or 12-month per the policy) your claim may be rejected and a pre-existing questionnaire may need to be completed.
 - 15 If your incident is prior to your policy start date your claim will be rejected.
 - 16 You will only be able to claim for an eligible dependent if you are on a family policy.
 - 17 Your claim will be assessed according to your cover and plan type and in accordance with the Sanlam Gap benefit and policy guidelines.
 - 18 Please note that if you are a VAT registered vendor and the loss was incurred in furtherance of your enterprise, this insurance claim settlement could potentially create a liability to pay output VAT to SARS i.t.o. S8 (8) of the VAT Act.
 - 19 Claims are assessed on a line by line basis. Each line has a ICD code on your service provider's account that accumulates to the total amount charged. Your medical scheme must pay a portion of the cost per line from your hospital benefit in order for that claim line shortfall to be reviewed by your Gap cover.
 - 20 Claims flagged as Prescribed Minimum Benefit (PMB) may be investigated with your medical scheme or discussed with your service provider. PMBs are a set of defined benefits that medical schemes are required to cover by law. This means that as a medical scheme member, you shouldn't incur any out-of-pocket medical expenses related to a PMB.
- Processing of insurance information is done in accordance with applicable legislation, as well as our Privacy Policy which can be found in our Compliance and Trust Centre: www.centriq.co.za.
- 21 When submitting the Claim form, you will need to provide supporting documents as detailed below in the checklist. Claims can be emailed to **gapclaims@centriq.co.za**. Once received, your Claim will be processed. If there are documents outstanding, a request for these documents will be sent via email. Once all documents are received the claim will take 7 - 14 working days to assess. Please direct all queries to the Sanlam Gap Service Centre on **0861 111 167**. To view, visit the **Sanlam Gap Claim Journey**.

In order for us to assess your Claim without any delays, please ensure you submit the following documents:

Claims Checklist	Tariff Shortfalls, Sub-limits, Co-Payments, Accidental Casualty & Child Illness Where to get it?	Shortfalls & Co-Payments Accidental Casualty & Child Illness	Family Booster	Hospital Booster	Family Protector	Contribution Waiver	Mediclinic Extender & Oncology Lump Sum
Sections to complete		A - E & L	A - D, I & L	A - D, H & L	A - C, F & L	A - C, F & L	A - D, K & L
Claim form		✓	✓	✓	✓	✓	✓
Hospital account (not statement)	Hospital	✓		✓			
Doctor account (not quote)	Doctor's Practice	✓					
Medical scheme statement (Including rejection reasons)	Medical Scheme	✓					
Death certificate	Home Affairs					✓	
Accident report (if reported to SAPS)	SAPS					✓	
Letter confirming expected vs actual delivery date	Medical Doctor/ Doctor's Practice		✓				
Medical Report confirming Cancer diagnosis and date of Diagnosis from stage 2 or higher	Oncologist / Pathologist						✓



A. Policyholder Details

*Name of Policyholder:	<input type="text"/>	*Policy Number:	<input type="text"/>
*ID Number:	<input type="text"/>	*Cellphone No.:	<input type="text"/>
Postal Address:	<input type="text"/>		
	<input type="text"/>	Postal Code:	<input type="text"/>
*Email Address:	<input type="text"/>	Medical Scheme:	<input type="text"/>
Membership No.:	<input type="text"/>	Medical Scheme Plan:	<input type="text"/>

*Compulsory field

B. Payment Instructions

Payments will only be made to the Policyholder's account.

No payments will be made to credit card accounts.

The company will not be liable for the loss of funds due to the provision of incorrect bank details by the Policyholder.

Account Name:	<input type="text"/>	Account Number:	<input type="text"/>
Bank:	<input type="text"/>	Account Type:	<input type="text"/>
		Branch Code:	<input type="text"/>
Account Holder Signature:	<input type="text"/>		

C. Patient Details

Relationship to Policyholder: ☐ Self ☐ Spouse ☐ Child Other:

Do not complete this section if the Patient is the Policyholder.

Title: Full Name:

*ID Number:

*Compulsory field

D. Event Details

If you are claiming for the Medical Scheme Contribution Waiver and Family Protector Benefits, please do not complete this section.

Where did the procedure take place: ☐ In-Hospital ☐ Doctors Rooms ☐ Casualty Ward

Reason for treatment: ☐ Accident ☐ Oncology ☐ Illness / Surgery

Hospital/Service Provider Name:

Reason for Hospitalisation/Treatment:

Admission/event date: Discharge date:

If this event was related to Oncology Treatment, please confirm the date you were first diagnosed:

E. Benefit Claimed | Medical Scheme Tarriff Shortfalls and Co-Payments:

Service Date	Service Provider	Charged Amount	Medical Scheme Paid	Shortfall you are Claiming	Have you paid the Service Provider	
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>

F. Event Details | Medical Scheme Contribution Waiver and Family Protector:

Select the benefit you are claiming for: ☐ Medical Scheme Contribution Waiver ☐ Family Protector

Was the Death or Disability due to an accident? ☐ Yes ☐ No *Only accidents are covered*

Date of Death/Accident: Please attach a copy of the Medical Scheme Membership Certificate

Details leading to disability:

Medical Scheme Premium: (Amount in Rands)

Please attach a copy of the Death Certificate and Police Report

G. Event Details | Mental Health Benefit:

Admission Date	Discharge Date	Reason for Hospital Episode

H. Event Details | Hospital Booster:

Admission Date	Discharge Date	Reason for Hospital Episode

I. Event Details | Family Booster:

Due Date	Birth Date

J. Event Details I Sanlam Gap Comprehensive Oncology Lump Sum Benefit:

Diagnosis Date	Type of Cancer	Is this a first time diagnosis	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>
		Yes <input type="checkbox"/>	No <input type="checkbox"/>

K. Event Details | Mediclinic Extender Oncology Lump Sum Benefit:

Diagnosis Date	Type of Cancer	Is this a first time diagnosis	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>
		Yes <input type="checkbox"/>	No <input type="checkbox"/>



L. Declaration

I, (full name) with ID number

declare that the information, including all supporting documentation, provided to Centriq the insurer in support of my claim is true and correct. I understand that any non-disclosure or false information may result in my claim not being paid or the cancellation of my cover.

I hereby authorise my medical scheme and healthcare providers, where applicable, to provide Centriq the insurer or their authorised representative with any information they may need to assess my claim.

Centriq the insurer reserves the right to negotiate a discounted rate with the relevant service providers on your behalf, if a discount is granted, payment will be made directly into the respective service provider's/Doctor's bank account thus rendering the Payment Instruction on the Claim Form null and void.

Full Name:

Signature:

Date:

POPIA Consent

Use of Personal Information Declaration

I consent to Centriq Insurance, and its operators, processing, and further processing, my personal information in accordance with the Protection of Personal Information Act, for the purposes of concluding, and performing in terms of, this insurance contract.

For further information please read our Privacy Notice, which can be found on www.centriq.co.za

May we contact you for marketing purposes, for example, when we run competitions or launch new products?

☐ Yes ☐ No

How may we contact you?

☐ Email ☐ SMS/WhatsApp ☐ Telephone only ☐ All methods

Please return the completed claim form to:

E-mail address: gapclaims@centriq.co.za

This is not a Medical Scheme and the cover is not the same as that of a Medical Scheme.
This Policy is not a substitute for Medical Scheme membership.

AfroCentric Health ^(RF) (Pty) Ltd holds preference shares in Centriq Insurance Company Limited.
Insurance Products are insured by Centriq Insurance Company Limited ("Centriq") a licensed non-life insurer and authorised Financial Services Provider (FSP 3417).

This document may not, in whole or in part, be copied, photocopied, reproduced, translated, simplified, published or distributed in any way without the prior written consent of Centriq Insurance Company Limited.

T 0861 111 167
E gapclaims@centriq.co.za