



Who is World Access?

Located in Kitchener, Ontario, World Access is one of Canada's first and largest travel assistance and claims providers; with over 19 years experience assisting Canadians traveling. Our 250+ associates, including an in-house medical team of registered nurses, offer assistance 24 hours a day, seven days a week and 365 days a year. As the Canadian company of Mondial Assistance Group, the world's largest travel insurance and assistance provider, we access 33 operation centers in 26 countries to deliver unparalleled global coverage and responsive, localized assistance around the world. We are experts at what we do, and focus all efforts on providing world-class travel assistance when our customers need it most.

World Access applies this extensive experience as the travel assistance and claims administration provider for Green Shield Canada and their members. This partnership allows Green Shield Canada to take advantage of a vast network of medical providers, resources and contacts while offering their members quality service when they travel outside their home province.

I have a medical emergency while outside of my province of residence. What do I do?

First and foremost, evaluate your emergency. If your emergency is such that you require immediate medical assistance call for an ambulance (911 if available where you are located). Once you arrive at the hospital have a family member contact World Access to open a case. If your emergency is one that does not require immediate urgent medical assistance contact World Access to open a case prior to seeking medical treatment.

Why do I need to contact World Access anyway?

If you contact World Access prior to seeking treatment we can assist you in finding a clinic/hospital closest to your area that can provide the best medical treatment appropriate to your condition. We can contact the hospital or clinic in advance to let them know that you are coming in, and where possible, make billing arrangements for direct payment of the medical bills. If you are admitted to the hospital World Access will make billing arrangements for your medical bills, manage your care to ensure that all procedures performed will be covered under your plan, as well, if necessary make arrangements to have you returned home to Canada for continued medical treatment. During your admission to the hospital World Access maintains contact with the treating physicians, case workers and nurses to evaluate your condition.

How long does it take to open a case when I call World Access?

Typically it will take 10-15 minutes to open a case. During this case opening process, World Access will require you to answer some brief medical questions, provide your home and traveling contact numbers, certificate number, group number and date of birth. Privacy statements will be

read to you as well to ensure you understand the privacy procedures relevant to your medical situation. Claim forms are required to be completed in order to process your claims for the medical emergency. These forms will be sent to you once your eligibility has been confirmed.

Am I assigned a case worker during my emergency to be my main contact and who can we receive regular updates from?

You are not assigned a case manager as World Access provides assistant service 24/7. As complications may occur any time of the day, all of the medical staff and case managers need access to your file to assist at any time. You can call 1-866-222-0427 for updates regarding your emergency. It is important to note upon case opening if you wish for a family member to have access to your medical updates regarding your case you must authorize us to speak to them. Due to privacy laws we can not disclose personal information regarding your case even to family members without prior consent.

What number do I call if I have a medical emergency?

If you have a medical emergency and need to open a case call 1-800-936-6226. World Access is available 24/7 including holidays. You can also call this number prior to leaving your province of residence for pre-trip assistance.

What pre-trip assistance can you provide?

One of the most important items provided would be international dialing codes for the location you are traveling to. With the proper international dialing code you will be able to contact World Access with ease, should an incident occur. If you have questions regarding certain benefits before you travel, World Access can assist. World Access can break down the process of opening a claim and what to expect. World Access can also advise you of any Canadian Travel Advisories that are issued for the Country you are visiting. Also World Access may provide some useful tips to remember, such as bringing your Green Shield wallet card.

What can I do to help the claim payment process?

The claim payment process can be lengthy if we are waiting for specific information. When you seek treatment at a clinic/hospital, be sure to tell the facility that you have emergency travel coverage. Although World Access notifies the medical facility that we require itemized billing statements, some facilities may choose to bill in an alternate fashion. If we do not receive an itemized bill we will have to ask the billing department to provide this due to provincial health care requirements, which could lead to a wait time of up to 4 weeks to receive this from the facility. Since World Access sends these bills to Government Health Insurance Plan on your behalf, the original itemized statements are required. If admitted to the hospital we also will require your discharge summaries. In all cases, please make every effort to obtain copies of all documentation. This may help expedite or support the information being received by World Access. Complete your claim forms right away and forward them to World Access.

It is important to note that insurance coverage is intended to supplement GHIP (Government Health Insurance Plan) coverage. Claim reimbursement is dependant on the service being a GHIP approved benefit. As such all bills and supporting documentation must to be sent to GHIP. Under the GHIP regulations original bills are required. If you are incurring a claim in the United States it is helpful to obtain a UB92 or HCFA which are types of bills that GHIP would require and would assist in processing your claim faster. A common delay is following up for these bills after the insured has already come home and can drastically impact claim payment time.

My claim has been opened. How can I find out what stage my claim is at?

You can call to our claims department at 1-800-363-1835. We will be able to review your case and notify you as the status of your claim. As well you can email infocanada@worldaccess.com and you will receive a response within 24-48 hours.

Assuming my claim was properly submitted, what is the standard turnaround time for reimbursements?

If all documents are complete and received there is a ten business day processing timeline. These ten days are up to the cheque printing time and do not include any mailing delays.

If there is a problem with my claim, how will I be notified and within what timeframes?

If we require any further documentation from the insured we will issue a letter requesting the required documentation. If the member calls for an update they will be instructed at that time what is required. Some items like proper original bills will be followed up on by the claims team on behalf of the insured.

I have only a partial reimbursement. What now?

You should receive an Explanation of Benefits Statement that will explain why you only received a partial reimbursement. There are several possible reasons as to why you only received partial reimbursement. Items may not have been covered under your policy. Part of the items may be covered under your regular benefits and would be forwarded to Green Shield to issue payment. Some of the bills were processed while others need proper original bills and World Access is following up for those bills. If you receive partial reimbursement and have questions you can call the claims department for a more detailed explanation at 1-800-363-1835.

World Access said they have paid all the bills relating to my medical emergency however I received a bill from a collection agency, why?

Unfortunately this can sometimes happen. The billing departments are not always located within the medical facility; they are often a separate service. There are times when World Access has made a payment to the medical facility, however, this information may not have yet reached the billing department and therefore a reminder bill is automatically generated and sent to the member. If you receive a bill from a collection agency do not worry. Contact the World Access claims department at 1-800-363-1835 immediately. We will contact the facility and the collection agency and have this rectified.

What do I do if I am in a country and the toll free number for World Access does not work?

Contact World Access using the collect number: operator+519-742-3556.