



HOSPITAL ADMISSION

In the event of an emergency and hospitalization, please call Ontime Care Worldwide Inc. (OTC) IMMEDIATELY:

From Canada or USA: 1-866-209-5804 (TOLL FREE)

From Worldwide: 905-707-9555 (COLLECT CALL)

Note: Do not assume someone will contact Ontime Care Worldwide Inc. on your behalf. It remains your responsibility to ensure that Ontime Care Worldwide Inc. has been contacted prior to receiving any treatments or as soon as reasonably possible.

HOW TO CLAIM

There are two ways to submit your claim:

1. Online:

For claims with total expenses less than \$500, submit your claim with supporting receipts and reports online at **eclaim.jfgroup.ca** (For claims over \$500, please submit by mail)

Please attach pdf files or readable photos of all itemized invoices and payment receipts from the medical service provider, pharmacy, or hospital along with any detailed medical reports. We reserve the right to request submission of the original documentation. For step by step instruction, you could refer to **https://www.jfgroup.ca/how_to_claim**

2. By Mail:

Mail your completed claim form (sent with your policy confirmation email), original receipts and supporting medical reports to:

**Ontime Care Worldwide Inc.
15 Wertheim Court, Suite 512, Richmond Hill, ON, L4B 3H7**

The following applies to all claims:

- Please submit one claim for each medical condition (Example/ Doctor visit and pharmacy expense for the same condition should be submitted as 1 claim).
- For patients treated at a medical clinic, a physician's medical report is required.
- Failure to include the required supporting documentation will delay processing.
- You are responsible for all fees charged for any supporting documentation with your claims.
- Claim must be submitted to OTC within 90 days of occurrence.