



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 \$1,300, submit your claim with supporting receipts and reports online at eclaim.jfgroup.ca (For claims over \$1,300, please submit by mail)

You may scan the QR code to access E-Claim system.

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/claim-center-info/>



2. By Mail

Mail your completed claim form (sent with your student package), original receipts and supporting medical reports to:

Ontime Care Worldwide Inc.

15 Wertheim Court, Suite 512, Richmond Hill, ON, L4B 3H7



DIRECT BILLING CLINICS

Ontime Care Worldwide Inc. has direct billing contracts with clinics located across different provinces. At our partner clinics, students are not required to pay any expenses in advance as the clinics will directly bill the expenses to Ontime Care Worldwide Inc.

1. Our direct billing clinics locations are listed below. Please refer to it for the locations nearest you.
2. When you arrive at one of our direct billing clinics, please show proof of coverage, either your insurance wallet card or the policy confirmation letter.

Without the proof of coverage, the student must pay the expenses up-front and submit claim documents to Ontime Care Worldwide Inc. for reimbursement.

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.



OUR MEDICAL CLINIC PARTNERS For Visitor Insurance

We have direct billing set up with the following clinics, so you do not need to pay up front for your doctor's visit!

ONTARIO

GTA Area

Brimley Family Clinic
3333 Brimley Rd.
Scarborough ON M1V 2J7
416-412-3333

BLS Medicare
700 CENTRE ST.
THORNHILL, ON L4J 0A7
289-982-6560