

**\*\*\*GUIDELINES FOR ETFS/Global Excel CLAIMS PROCEDURE\*\*\***

**IN-PATIENT SERVICES:**

1. Students/Visitors should go to the nearest hospital. Once they have shown their Health Insurance ID Card the Hospital will contact Global Excel to verify coverage and to open a claim.  
The Hospital should submit their bills directly to ETFS/Global Excel.
2. After the release from the hospital, *send* in a signed & completed Claim Form and Consent Form, along with any original bill(s) and /or payment receipt(s) to *Johnson Fu Insurance Agency Inc.* (the claim assistant)

**OUT-PATIENT SERVICES:**

1. Students/Visitors should go to the nearest clinic, physician or hospital.
2. Before leaving the services provider, the student/visitor should obtain a copy of the Physician's report of medical record of the visit. (If any major tests or procedures are to be performed, the student/visitor should call *Johnson Fu Insurance Agency Inc.* for authorization before proceeding with any of these).
3. If the student/visitor has paid for the services up front, they must obtain a payment receipt for the visit and a pharmacy receipt for any prescription medications (there is no coverage for non-prescription or over-the-counter medications, and we do not reimburse the fee for the medical report if one is charged).
4. Send in a signed & completed Claim Form, Consent Form, the physician's report, original bill(s) and payment receipt(s) to *Johnson Fu Insurance Agency Inc.* If a prescription was filled, be sure to provide the original prescription pharmacy receipt that indicates the medication information and the prescription doctor's information.

- **In case of Emergency, Call right away ETFS/Global Excel at 1-800-715-8833**

**Johnson Fu Insurance Agency Inc.**

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