



IAP Kids Plus™ Claims Information Sheet

This document addresses frequently asked questions about IAP Kids Plus™ Accident Insurance claims

MEDICAL INJURY CLAIMS

- The IAP Kids Plus™ Accident Insurance Standard Claim Form must be completed in full in order to process your claim. Please be sure to include the **Attending Physician's Statement** section which must be completed by the attending physician (MD) who first saw the insured within 30 days of the injury. Chiropractors, Physiotherapists, Registered Nurses, or any other service providers are **not eligible** to complete the form.
- In the event that the insured was initially seen in a hospital, a copy of the Hospital Discharge Report may be submitted instead of the Attending Physician's Statement.
- Claims for **Physiotherapy expenses** must be accompanied by the original receipts and the written referral from the attending physician recommending physiotherapy treatment.
- Claims for **Brace expenses** must be accompanied by the original receipts and the written referral from the attending physician indicating that the brace is required for therapeutic or curative purposes only.

DENTAL INJURY CLAIMS

- The IAP Kids Plus™ Accident Insurance Standard Claim Form must be completed in full in order to process your claim. If claiming for dental injury, please be sure that both the **Part 1 & Part 2 Dentist** sections on Page 2 of the claim form are completed by the attending dentist who saw the insured within 60 days of the injury.
- If you have more than one insurance carrier, please note that we require a detailed Explanation of Benefits from your primary carrier along with the completed claim form including the specific dental procedure and tooth codes.

IMPORTANT

- The IAP Kids Plus™ Accident Insurance Standard Claim Form must be filed with Industrial Alliance Pacific Insurance and Financial Services Inc. ("IAP") within 90 days of the date of the injury, regardless of whether expenses have been incurred. Attach only original receipts for all eligible expenses being claimed.
- Please note that it is the responsibility of the Parent/Legal Guardian to obtain and forward the completed claim form as indicated. Any charge incurred for its completion is also the responsibility of the Parent/Legal Guardian.
- If you have more than one insurance carrier, benefits are coordinated. Please submit your expenses to your other insurance company first. Once you have received a copy of the Explanation of Benefits, please forward to IAP with copies of expenses.
- Please note: In providing this claim form for the convenience of the claimant, IAP does not admit any liability or waive any of the terms and conditions of the policy. Provision of this claim form does not indicate coverage. Only eligible claims will be paid.
- If you have any questions regarding coverage, your claim or require additional information, please contact our office at 1-800-556-7411 for instructions and information.

Return completed claim form to:
INDUSTRIAL ALLIANCE PACIFIC INSURANCE AND FINANCIAL SERVICES INC.
Claims Department, 2165 Broadway W, PO Box 5900, Vancouver, BC, V6B 5H6
Tel: 1-800-556-7411
www.iapkidsplus.com



IAP Kids Plus™ Accident Insurance Standard Claim Form

Please print in ink

Please Tell Us About Yourself

Name of Parent or Legal Guardian (please print)
 Name _____
 Address _____
 City _____ Province _____ Postal Code _____
 Telephone (home) _____ Telephone (work) _____

Insured's Information (Print)
 Last Name _____ First Name _____ Initials _____
 Date Of Birth _____ Sex _____
 Male Female
 Name Of School _____ Name Of School Board _____ Grade/Year _____
 Policy # _____ School Board # _____

Please Tell Us About the Accident

Date of Accident _____ Time Of Accident _____
 am pm
 Where did the accident occur? _____
 How did the accident happen? (Please provide a detailed explanation) _____
 What injuries were caused by the accident? _____

On what date was the Physician or Dentist first consulted for this injury? _____
 Name and Address of Dentist or Physician: _____
 Are any other hospital and medical or dental insurance benefits available?
 Yes No
 If Yes: Name of other insuring company _____

- I hereby CERTIFY that the information contained in this Claim Form is true and complete to the best of my knowledge.
- On behalf of myself and/or any minor insured, I RELEASE the information contained in this Claim Form to Industrial Alliance Pacific Insurance and Financial Services Inc. ("IAP") and ACKNOWLEDGE that this information will be used to assess, process and administer this claim and policy coverage. I AUTHORIZE any health care provider, insurance company, school or school board, employer, or other person or other organization to disclose to IAP any medical information, information regarding charges, or other information which IAP may need in their assessment of this claim.
- I AUTHORIZE IAP to exchange the information detailed in this Claim Form and other information contained in files related to this claim or coverage with any of the parties identified in the previous paragraph for the purposes listed above, or as authorized by me, or as legally required.

Dated this _____ of _____ Year _____ Claimant: _____
DAY MONTH YEAR (4 DIGITS) Signature of Parent or Legal Guardian or Insured

Attending Physician's Statement – (Must be Completed in Full and Signed by the Attending Physician)

Describe condition: _____ due to: Accident or Illness
 Fracture Location & Type _____
 and/or
 Other Injury Location & Type _____
 Referred for: Physiotherapy Massage Therapy ?
 Date of onset of symptoms or injury: _____ Did any disease or previous injury contribute to loss? No Yes
 If Yes, describe: _____ First date treated for this condition _____
(DD / MMM / YYYY)
 Date of surgery _____ Under general anaesthetic or under local anaesthetic ? Was Claimant hospitalized? No Yes
(DD / MMM / YYYY)
 Name of Hospital _____ Date Admitted _____
(DD / MMM / YYYY)
 Hospital Address _____ Date Discharged _____
(DD / MMM / YYYY)
 Date: _____
DD / MMM / YYYY NAME OF PHYSICIAN (please print) Signature of Attending Physician (M.D.)

Please Return To: Industrial Alliance Pacific Insurance and Financial Services Inc., Claims Department, 2165 Broadway W, PO Box 5900, Vancouver, BC V6B 5H6 1-800-556-7411

Important: Completed claim form must be filed with Industrial Alliance Pacific Insurance and Financial Services Inc., within 90 days after the date of the injury, and in no event later than 1 year, regardless of whether expenses have been incurred. Please attach original receipts for all eligible expenses being claimed. It is the entire responsibility of the parent to obtain and forward the completed claim form as indicated, and for any charge made for its completion.

Medical Injury Claims: The physician must complete the Attending Physician's (M.D.) Statement in order to process the claim. If claim involves physiotherapy or massage therapy expenses a copy of the Physician's referral for the therapy must accompany the completed claim form with receipts.

Dental Injury Claims: The reverse side of this form must be completed and signed by the dentist in order to process the claim.

