

## Out-patient Direct Settlement

As an ALC Health member you will be able to receive treatment at any one of the Hospital/Clinics listed without the need to pay yourself for treatment covered under your policy.

### MEMBER GUIDELINES

- Please ensure you call our Helpline before receiving treatment for each new medical condition on **+44 (0) 330 333 6686** or the number on the back of your membership card. Alternatively contact us online at **[www.alchealth.com/claims.htm](http://www.alchealth.com/claims.htm)** for confirmation that your treatment is covered (pre-authorisation). If you have a policy excess the Helpline will advise you how to proceed. If you have not contacted us before seeking treatment, out-patient direct settlement is not available.
- You will be given a Claims Reference Number and a Guarantee of Payment form which you will need to provide to the Clinic or Hospital upon arrival. Payment for your treatment will be settled directly with the Clinic or Hospital by our claims team.
- Please ensure you have your membership card and suitable ID when visiting the Clinic or Hospital.
- Please note this service is available but not guaranteed. If the Clinic or Hospital should decline to offer this service the option is still available for you to pay yourself and complete a claim form which can be downloaded from our website **[www.alchealth.com/claims.htm](http://www.alchealth.com/claims.htm)**. You can then upload your claim form and invoices on our website for settlement.
- If your Prima Plan has a policy excess that has not been covered by treatment in your current policy year, you will be required to pay any remaining policy excess amount to the Clinic or Hospital.
- Please note if you have a benefit that is limited you will be advised of this by our claims team.. It is your responsibility to pay the Clinic/Hospital for any treatment above this limit.

**Please ensure you have called our Helpline prior to receiving treatment on +44 (0) 330 333 6686 or the number on the back of your membership card. Alternatively contact us online at [www.alchealth.com/claims.htm](http://www.alchealth.com/claims.htm)**

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