

## **HOCKEY VICTORIA INSURANCE PERSONAL ACCIDENT CLAIMS PROCEDURE 2011-2012**

### **What the CLUB should do when an injury occurs:**

- Step 1:** As soon as possible after the accident, ensure that the injury has been reported on the score sheet and/or in the injury "Report Book".
- Step 2:** Advise the player to download a claim from JLT Sport website:
- [www.jltsport.com.au/hockey](http://www.jltsport.com.au/hockey)

### **What the PLAYER should do when an injury occurs:**

- Step 1:** Download a Claim Form from the JLT Sport website if the injury occurs between 31<sup>st</sup> March 2011 and 31<sup>st</sup> March 2012.
- Step 2:** Complete each section of the Claim Form. Please note: Incomplete Claim Forms may cause delays in processing your claim. For assistance, please contact Sportscover Claims Department on **1300 134 956**.
- Step 3:** Send your Claim Form (via post or fax) to Sportscover Claims Department – Locked Bag 6003, Wheelers Hill Vic 3150 or Fax: 03 8562 9111

Important: Claims should be lodged within 180 days from the date of injury. You do not need to wait for all treatments to be completed before sending your claim form. Treatment is permitted even after you have submitted your claim.

- Step 4:** Sportscover will confirm receipt of your claim form or contact you should they require further information.

### **Important Information**

SPORTSCOVER AUSTRALIA PTY LTD is the administrator of the Personal Accident Policy (arranged by JLT Sport) for the Hockey National Insurance Programme. Sportscover administers all claims associated with this policy for the 2011/2012 period.

The Health Insurance Act (Cth) 1973 does not permit the Insurer to reimburse any costs for medical treatments that are registered with Medicare (this includes the Medicare Gap).

As Sportscover is a NON MEDICARE MEDICAL INSURER, they are prevented by government legislation from covering the MEDICARE GAP. This means that in most cases, a service that is performed by a registered Medical Practitioner will not be covered by the policy.

Some examples of expenses NOT claimable through this section include:

- The Gap between the registered Medical Practitioner's fee and the amount you receive back from Medicare for the following medical services: Doctors, Surgeons, Anesthetists, Pathologists & Radiologists; and;
- Other items where a Medicare refund (in any part) is recoverable.