

- Translation services\*
- Arrangement of repatriation of remains\*
- Arrangements for interrupted and disputed travel plans resulting from emergency situations to include:
  - the return of unaccompanied travel companions\*
  - travel to the bedside of a stranded person\*
  - rearrangement of ticketing due to accident or emergencies.\*
  - the return of standard motor vehicles and related personal items\*
- Legal referral and co-ordination of securing bail bonds or other legal instruments\*
- Replacing lost or stolen travel documents including passports\*
- Assistance in securing incidental aid\*
- Emergency and payment assistance for major health expenses which would result in payment of over \$200.00 Canadian.

\* **PLEASE NOTE: WHERE AN ASTERISK IS MARKED, YOUR COVERAGE WILL PROVIDE FOR THE ARRANGEMENTS INVOLVED IN SECURING THESE SERVICES BUT NOT THE COST OF THE SERVICES.**

**WHAT SHOULD I DO IF I PAID FOR MY OWN MEDICALEXPENSES?**

Green Shield Canada Travel Assistance Service will coordinate reimbursement of any paid expenses with your provincial health plan. Submit original itemized receipts with detailed statements showing the services rendered and the fees charged for each service, along with your Green Shield patient number, Travel Assistance group number, patient name, address & Provincial Health Plan number to:

Green Shield Canada  
Travel Assistance  
4273 King Street East  
Kitchener, ON  
N2P 2E9

Green Shield Canada  
8677 Anchor Drive  
P.O. Box 1606  
Windsor, ON  
N9A 6W1

Reimbursement will be made in Canadian Funds at the rate of exchange in effect on the date your claim is processed.  
All claims must be submitted within 12 months from the date the Service was incurred.



**FORD MOTOR COMPANY  
OF CANADA, LIMITED**

**GREEN SHIELD**  
C A N A D A

For more information, call our  
Customer Service Centre  
toll free at 1-888-711-1119

**WINDSOR**  
8677 Anchor Drive  
P.O. Box 1606  
Windsor, Ontario  
N9A 6W1  
Tel. (519) 739-1133  
1-800-265-5615



**OUT-OF-PROVINCE GROUP #9623  
COVERAGE &  
GREEN SHIELD CANADA TRAVEL  
ASSISTANCE SERVICE**

This brochure highlights important answers to questions that you may ask. These benefits will allow for your **peace-of-mind** while traveling anywhere around the world.

Use this brochure as a helpful guide in the event of a medical emergency.

**REMEMBER:** In the case of an emergency call the Green Shield Canada Travel Assistance Service as soon as possible or within 48 hours.

## WHAT MUST I BRING WITH ME WHEN I AM TRAVELING?

- **Green Shield Identification Card**
  - **Provincial Health Care Card**
  - **This Brochure (for reference only)**
- If you don't have a Green Shield Identification card contact Green Shield locally at 739-1133 or call toll free 1-888-711-1119 prior to your departure.

## WHAT BENEFITS AM I COVERED FOR?

Eligible services shown will be reimbursed based on the usual, reasonable and customary charges in the area where they were received.

- **Hospital services and accommodation** up to a standard ward rate in a public general hospital. Refer to your Semi-Private Plan for semi-private accommodation coverage.
- **Medical/surgical services** rendered by a legally qualified physician or surgeon.
- **Emergency AIR ambulance** (including a medical attendant when necessary) when it is medically necessary for you to travel from a location in North America to your province of residence.
- **Ambulance Transportation**, when required as the result of an accident or acute physical disability by professional land ambulance from the site of medical emergency to the nearest medical facility.
- **Emergency commercial transportation costs** may be covered for a patient when medically fit to travel home for treatment, and may also cover the cost to transport a spouse to accompany the patient. Call Green Shield Canada Travel Assistance Service for verification.
- **Referral services** including hospital services and accommodation up to a standard ward rate in a public general hospital, and/or medical surgical services rendered by a legally qualified physician or surgeon. **You must receive pre-authorization from your provincial government health plan and Green Shield prior to the commencement of any referral treatment. You must provide Green Shield with a letter from your attending physician stating the reason for the referral, and a letter from your provincial government health plan outlining their liability. Failure to comply in obtaining pre-authorization may result in non-payment.**

## MANDATORY REPATRIATION

Upon notification of the necessity for treatment of an accidental injury or medical emergency, Green Shield Canada Travel Assistance reserves the right to determine whether repatriation is appropriate if the patient's medical condition will require immediate or scheduled care. Such repatriation is mandatory, where

the attending physician and family or admitting physician determine that the patient is medically fit to travel and appropriate arrangements have been made to admit the patient into the provincial health care system. Repatriation will ensure continued coverage under the plan. Should the patient opt not to be repatriated, no further benefits will be paid under the plan for the resolved emergency. Up to \$1,000 will be allowed to return the patient's personal use motor vehicle to the patient's residence or nearest rental agency, as applicable.

## WHAT ARE THE LIMITATIONS TO THESE BENEFITS?

- Services eligible only when as a result of accidental injury or emergency while traveling, or referral by your attending physician.
- Air ambulance eligible if:
  - there is a medical need for you to be confined to a stretcher or for a medical attendant to accompany you during the journey, and
  - you are admitted directly to a hospital in your province of residence.
- Eligible only if your provincial government health plan pays a portion of the cost, if available.

## WHAT IS NOT COVERED UNDER THIS PLAN?

Exclusions include but are not limited to:

- Charges for services over and above the usual, reasonable and customary charges in the area the services were received.
- Transportation and lodging.
- Cost to repatriate remains.
- Cost for rest cures, health spas, or travel for reasons of health even if the trip is on the recommendation of a physician.
- Treatment or services for ongoing care, elective surgery or check ups - elective health services are defined as those services:
  - where vacation or travel is solely for the purpose of obtaining treatment, or
  - which can be planned or anticipated ahead of time, or
  - which has not received "prior approval" from the provincial health plan ministry
- Services received from a chiropractor, chiroprapist, podiatrist, or for osteopathic manipulation.
- Benefits and services for which you receive reimbursement from a third party.

## WHAT SHOULD I DO IN THE EVENT OF A MEDICAL EMERGENCY?

**Call TOLL FREE or COLLECT - 24 hours per day, 7 days per week.**

From within  
Canada and the USA  
**1-800-936-6226**

From all other countries  
Call Collect  
**0-519-742-3556**

Call this number as soon as possible or within 48 hours of the commencement of treatment to ensure charges are usual and customary for the area and to ensure you are not exposed to any potential liability for services not eligible or that are unreasonably charged.

These numbers appear on your Green Shield Identification card. Quote your Travel Assistance group number and patient number, found on your Green Shield Identification Card, and explain your medical emergency and location.

A multilingual Assistance Specialist will provide direction to the best available medical facility or physician which can provide the appropriate care. They will contact the provider and guarantee the provider that you have Green Shield Out of Province benefits for the services they are considering.

The assistance provider physicians and medical team will follow your progress to ensure that you are receiving the best available medical treatment. These physicians also keep in constant communication with your family physician and your family, depending on the severity of your condition.

Green Shield Canada Travel Assistance Service will guarantee payment to the provider (hospital, clinic, or physician) on your behalf for any expenses over \$200.00 Canadian.

**Green Shield Canada Travel Assistance Service will assist you to procure, but will not pay for, the following services:**

- Verification of insurance coverages, pre-travel inquiries, claims inquiries
- Special assistance for co-ordination of claims payments
- Prior approval for a patient (and possibly for an accompanying spouse) to be commercially transported back to your province of residence for treatment
- Assistance in locating the nearest, most appropriate medical care including preferred provider networks
- Consultative and advisory services, including second opinion and review of medical care
- Monitor progress during treatment and recovery
- Emergency message transmittal services for contact with family, personal physician and employer\*\*