

Scholars PA – Claims Process: Medical Expenses : Overview: 2014

Please note that all claims **must be reported to the underwriter within 3 months (90 days)** of the accident and finalized within 365 days of the date of accident, failing which they will not be paid.

It is important to note that there is an overall limit of 10 visits in total to a physiotherapist, biokineticist or chiropractor (a combination of up to 10 consultations in total) per claim, any consultation in excess of this needs to be pre-approved by the Insurer. Please contact TD Admin Services in this instance, who will liaise between the insured and the insurer.

*A scholar has an accident which will **not** require hospital admission / MRI or specialized dentistry, and the claim is **not** submitted to the medical aid:*

1. Notify TD Admin Services as soon as possible about the claim. This can be done telephonically/by email/ fax.
2. Complete claim form and send this to TD Admin Services along with the relevant accounts. It is not necessary to wait for all the accounts before forwarding – particularly in the case of long term treatment.
3. Claims will be processed and the school/parent refunded, less the applicable excess. The excess will be deducted from the first accounts received.
4. As accounts are received, forward these to TD Admin for further processing.
5. The school will be notified when payment is made, and contacted in the case of specific queries

*A scholar has an accident which will **not** require hospital admission / MRI or specialized dentistry, and the claim **is** submitted to the medical aid:*

1. Notify TD Admin Services as soon as possible about the claim. This can be done telephonically/by email/ fax.
2. Complete claim form and send this to TD Admin Services along with the relevant accounts, including the medical aid statements. It is not necessary to wait for all the accounts before forwarding – particularly in the case of long term treatment.
3. Claims will be processed and the school/parent refunded. If the parent is to be refunded please ensure that the parents banking details are completed on the claim form.
4. As accounts are received, forward these to TD Admin for further processing.
5. The school will be notified when payment is made, and contacted in the case of specific queries

*A scholar has an accident which **will** require hospital admission / specialized dentistry or MRI scans:*

1. The insured (i.e. the school/parent) **must** contact TD Admin Services (during office hours) or the next business day, who will lodge the claim telephonically and manage this on a day to day basis, including advising limits to the insured. If the accident happens after business hours, and the service provider insists on a guarantee, the after hours telephone number is 071 503 1996.
2. On receipt of all documents by TD Admin Services, the claim will be processed and paid.
3. The school will be notified when payment is made, and contacted in the case of specific queries

TD Administrative Services	
Telephone	086 111 2348
Fax	086 540 5694
After hours	071 503 1996
Email	claims@tdas.co.za
Post	P O Box 1468
	Bromhof
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