



Out-of-Canada/Out-of-Province Claim Submission Summary

Submit Your Out-of-Canada/Out-of-Province claim to Allianz Global Assistance

All Out-of-Canada & Out-of-Province (OOC/OOP) claims must be submitted directly to Allianz Global Assistance, RWAM's OOC/OOP insurance provider using their claim form. Please follow the steps indicated on their Medical claim checklist for your claim submission. Under the "Certificate/Policy number" section on Allianz' claim form, please fill in your Certificate and Group # indicated on your RWAM OneCard.

Proof of Departure required for claims over \$1000

Our OOC/OOP policy with Allianz Global Assistance requires evidence of the date of departure from the province of residence to ensure that the traveler is within the policy day limit if the claim exceeds \$1000. Some examples include a copy of the trip itinerary, a cash receipt or a credit card receipt for something purchased prior to departure from the province of residence or a border crossing stamp in the traveler's passport and a boarding pass. Please include proof of departure dated within 5 days prior to your departing with your claim submission to Allianz if your claim exceeds \$1000.

OOC/OOP claims processing time may be longer than standard EHC/Dental claims

OOC/OOP claims generally take longer to process than typical processing times you may be accustomed to for other claims such as EHC or Dental. Allianz Global Assistance may require further information from you, or directly from the invoicing treatment provider or family doctor and/or specialist at home. Obtaining this information may take time. However, Allianz's procedures include follow-ups every 21 days from the date information was originally requested, until they receive the required documentation. At that point, their claim turnaround time is 10 business days from date of receipt of all required documentation. Should you receive any notices, invoices or related correspondence directly from your OOC/OOP invoicing treatment provider, please contact RWAM. On your behalf, we will ask Allianz Global Assistance to address the provider's inquiry directly.

For more information contact: RWAM Insurance Administrators Inc.
p. 1-877-888-7926 519-669-1632
e.: OOC-groupclaims@rwam.com