

2008-09 Medical Care & Claims Directions
For YFU Students Insured under AVI Insurance

Obtaining Medical Care in the U.S.

Contact: AVI Assistance - SelectCare Worldwide - for all questions about and notification of medical care. Open 7 days a week, 24 hours a day, the multi-lingual staff will help identify doctors and manage hospitalizations/emergencies.

Tel: 1.888.551.9798 (toll-free) or 1.416.340.7317(Canadian number)

Provide: Name and policy number as printed on student insurance card.
Explain the nature of student's medical concern or emergency.

NOTE: All hospitalizations, surgeries, in-patient treatments must be reported to AVI Assistance-SelectCare Worldwide within 24 hours for approval.

Claims Processing Steps in the U.S.

1. Use the AVI International claim form that was mailed with the insurance card or accessed through the Host Family Lounge on my.yfu.org. Photocopies are acceptable.
2. Complete **ALL** sections of the claim form, or payments cannot be made.
3. Attach **ORIGINAL** invoices, receipts and bills related to your claim.
 - ✓ Keep copies of all paperwork for your records.
 - ✓ Not acceptable records to submit with claim forms are photocopies, cash register receipts, statements of accounts, bank/charge card statements.
4. Include pharmacy prescriptions and medication receipts.
5. Send all of the above requirements within two weeks of the date of service (within five days for lost/stolen/damaged property) to the appropriate claims office indicated below.

Claims under situations A and B submit to:

AVI Assistance - SelectCare Worldwide
2316 Delaware Ave, #292
Buffalo, New York 14216

- A. Student called AVI Assistance but still received a medical bills OR
- B. Student did not call AVI Assistance but medical provider agreed to bill AVI directly.

Claims under situations C and D submit to:

ARMSCO - AVI Claims
P.O BOX 3514
San Rafael, CA 94912 – USA
fax 415.453.8672,
tel:1.800.477.2767 or 415.459.2620

- C. Student did not call AVI Assistance and paid for the medical services rendered OR
- D. Student has a non-medical claim (luggage/third-party liability) to submit. Claims for lost/stolen/damaged property must be submitted within five days.