

HOW TO SUBMIT A PRIVATE MEDICAL INSURANCE (PMI) EXCESS CLAIM...

Your PMI provider will send you notification of an excess following your consultation or treatment...

If you haven't yet downloaded the My Medicash App this can be found on both the App Store and Google Play. Alternatively go to www.medicash.org/claim to see the alternative methods for submitting your claim.



Submit your claim via the My Medicash App, selecting PMI Excess when prompted for 'What benefit are you claiming?'

Simply log in to the Medicash App, select make a claim and then follow the onscreen instructions



Take pictures of your supporting documentation

You will need to include pictures of all your supporting documents which show that an excess has been deducted from your claim and that it is either due for payment or has been paid by you. Each insurer has their own name for this document, but the most common are: BUPA - Claims Advice; Aviva - Statement of Account; AXA PPP - Benefit Statement; or PruHealth - Detailed Claims Statement.



Paid to you

Your supporting documents must show that this amount has been paid in full by you.

Medicash will process your claim and pay this directly into your bank account. If you have not yet signed up for your claims to be paid directly into your bank account, the app will prompt you for this at the point of making your claim.

Paid to your practitioner

Please ensure that you complete the details of the practitioner who should be paid, including who the cheque should be made payable to and a postal address.

This could be the Specialist, hospital or another practitioner. Medicash will then settle this claim direct on your behalf.