



AUGUST 2019

# Making a Claim – Cricket Australia National Club Risk Protection Programme

## Personal Accident | Non-Medicare Medical Claims

**Step 1** – Access a current claim form from the JLT Sport website or alternatively contact JLT Sport directly on 1300 130 373

**Step 2** – Complete all relevant sections of the claim form

**Step 3** – Send your claim form to Echelon\* as soon as possible (must be within 270 days of the date of injury)

**Step 4** – Echelon will confirm receipt of your claim or make contact with you should they require more information

### IMPORTANT INFORMATION

- Send **ONLY** original receipts (unless retained by your Private Health Fund) and keep a copy for yourself
- Claim on your Private Health Insurance **FIRST** (if you have Private Health Cover) and send their Statement of Payment in with your claim form
- The Health Insurance Act (Cth) 1973 does not permit reimbursement of

any costs associated with Medicare (including the Medicare Gap)

- All treatment must be certified as ‘necessary’ by your treating physician
- Do not wait for all treatments to be completed before sending your claim form. Treatments may continue even after you have submitted your claim form

## Personal Accident | Loss of Income Claims

Complete Steps 1-4 as detailed above

### IMPORTANT INFORMATION

- Claim forms must be lodged within 270 days from the date of your injury/accident
- A 14 day elimination period applies which means you must be off work for at least this period of time (14 calendar days)
- You must be in permanent or regular casual employment at the time of your injury

- Your loss of income claims must be covered by a Medical Certificate for each period away from work

## Personal Accident | Capital Benefit Claims

If you would like to make a claim against the Capital Benefit section of the Personal Accident policy, please notify JLT Sport in writing. This type of claim relates to permanent or partial disabilities received as a result of a cricket related injury. It is likely that you will still need to complete a claim form at some stage.

## General Liability, Errors & Omissions and Club Management Liability

If an incident occurs that could lead to a liability claim, you must notify JLT Sport in writing immediately. It is extremely important that if an incident occurs, club officials/administrators do not admit liability or discuss the matter with any third party. JLT Sport Claims staff will make contact with you to discuss the next step in the process.

**Quick lodgement and a fully completed claim form will assist speedy processing of your claim visit [www.jlta.com.au](http://www.jlta.com.au)**

*\*Echelon Australia Pty Ltd ABN 96 085 720 056 is a part of the Marsh & McLennan Companies (MMC) group of companies. Echelon is the appointed claims manager for all Personal Accident claims on behalf of the Insurer and the Trustee.*

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