

# Receipt Requirements

## For Health Cash Plan Benefits

Claims may be submitted at the conclusion of the qualifying periods in respect of any eligible treatment, goods or services received or purchased after the qualifying period has ended, as long as all the appropriate premiums are up to date when the claim is made.

### Useful guidance

1. Before booking your treatment or consultation, please make sure it is with a practitioner, who is qualified and registered with the appropriate professional body. You can find a list on our website.
2. At the end of your appointment, ensure you obtain a receipt that confirms your payment.



### Please note the receipt should contain the following:

- ✓ The full name and title of the patient / customer
- ✓ The full name, contact details and official stamp of the practitioner
- ✓ Details of the treatment provided (or items purchased) including date
- ✓ Evidence that payment has been made in full
- ✓ Child claims: child's full birth certificate for child's first claim
- ✓ Hospital claims: the claim form to be stamped by your hospital
- ✓ Birth/Adoption claims: child's original birth certificate or adoption papers
- ✓ Convalescence claims: hospital discharge summary and convalescence receipt

**RECEIPT**

YOUR NAME

TREATMENT DETAILS

PRACTITIONER DETAILS

OFFICIAL STAMP

AMOUNT PAID

DATE



### The following are not accepted:

- ✗ No Debit or Credit Card receipts without an official receipt
- ✗ No Invoices
- ✗ No Bank statements
- ✗ No receipts from outside the United Kingdom
- ✗ No receipts for part payments or payments made in advance

**INVOICE**

YOUR NAME

TREATMENT DETAILS

PRACTITIONER DETAILS

AMOUNT TO PAY

DATE

Please ensure your receipt complies with our requirements, as failure to do so may cause a delay to the payment of your claim. We may need to contact you and/or the practitioner to confirm details of your appointment. **If we reasonably believe that a claim is false or fraudulent, even if we have not proved that you have acted dishonestly, we will not pay that claim. We may terminate your policy/policies and your membership of the Society, and all your benefits will stop immediately.**