



ADVISORY



**MAYFAIR
CONSULTANCY
SERVICES**



MAYFAIR ASSIST CONTACT DETAILS AND ACTIVATION PROCEDURE

a) For 24 Hours Emergency Medical Assistance and Cashless Services:

Help desk worldwide:

International toll free

USA & Canada: 1 888 800 1205, South Africa: 080-098-1498, Mexico: 1-800-514-7855,

Romania: 800895669, From most of the countries: + 800-212-12112*

Alternatively you can call direct or make a collect call by dialling: + **1-905-532-6130**

Email: mayfairassist@generalihhealth.com

Please provide the below information when emailing in a request for any medical assistance:

- (1) Your Name:
- (2) Your Date of Birth:
- (3) Your Mayfair ID:
- (4) Your Employee Number:
- (5) Your Company Name:
- (6) Your Current location Home address including ZIP/Postal code:
- (7) Your Telephone contact number (mobile number preferred) with all relevant Country codes, etc.:
- (8) Treating doctor contact details including fax number and/or medical report if available and applicable:
- (9) Type of assistance needed (if not sure specify type of ailment) and time preference if any:

b) For Pay and Claim or General Policy Queries:

DIRECT LINE : +1-905-532-6130 and choose the appropriate option

ALTERNATE NO : +91 80 30147200 **

E-MAIL : mayfair.claims@mayfairwecare.com

c) Escalations and Feedback

- (1) If you need to escalate any issues please email attention to the Claims Manager:
mayfair.claims@mayfairwecare.com
- (2) If your issue is still not resolved please email attention to the Complaints Director at:
info@mayfairwecare.com

d) Important Points to Note

- (1) * Please always note the direct-line number as the toll-free number may not work from certain connections
- (2) ** Open IST (GMT +5.5) 8 am to 8 pm
- (3) If you receive a copy of an invoice from a Service Provider requesting payment, please forward it to mayfairassist@generalihhealth.com immediately
- (4) Please be advised the above is only a brief summary. For further info (i.e. What is and isn't covered, exclusions, helpful hints/advice, etc.) you will need to get a copy of your company membership guide either from your HRD/TRAVEL DEPT or by going online to www.mayfairwecare.com and entering your insured's login.
- (5) Any reference to 'Region' in this document is a reference to our system setup in Mayfair database. It does not define any scope or area of coverage.



CLAIMS PROCEDURE



REIMBURSEMENTS

You can now submit claims for reimbursement through your login in the Mayfair website.

Please refer to “Member Portal Overview and Instructions – GGH – Mayfair” that is available in your personalized Mayfair login for more details.



CASHLESS PROCEDURE

WOULD YOU LIKE CASHLESS TREATMENT?

To locate SP's: <http://www.mayfairworld.generalihhealth.com/>

The search results include SP's who may accept a Guarantee of Payment (GOP).
The relationship between MA and the SP will also be identified on the list as being either a [direct] or [extended] relationship.

Direct Relationship = SP provides cashless service. A call to the Mayfair Assistance Centre in advance of service is always recommended to ensure cashless service has been arranged prior to your appointment.

Extended Relationship = Cashless service is not guaranteed but achievable in most circumstances through contact with the Assistance Centre well in advance of your appointment.

CALL THE SP AND ARRANGE AN APPOINTMENT

Please inform Mayfair Assistance Centre immediately after you have fixed your appointment so that there is sufficient time to arrange for cashless service.

We would request you to notify us at least 48 to 72 hours prior to the appointment to ensure a cashless arrangement.

CALL THE MAYFAIR ASSISTANCE CENTRE

Toll Free Number: +800-212-12112

Call Direct: +1-905-532-6130

E-mail : mayfairassist@generalihhealth.com

Please provide us with the name, address and phone number of the SP and the appointment details so that we can arrange a cashless service.

IMPORTANT - In case of medical emergency please call the local ambulance service and they will take you to the nearest and most medically appropriate emergency department. Once stabilised you or a friend/relative can call Mayfair Assist who will liaise directly with the hospital and do everything possible to ensure a cashless service of expenses already incurred & to arrange a cashless service for any further treatment. We will also communicate with client and the member's family to ensure they are aware of the situation if it is a life threatening or a serious medical issue. In the event the service provider is not within the online service provider section of Mayfair, Mayfair Assistance will contact the service provider and work out an arrangement for direct billing on a best effort basis.



Points to be noted

Cashless Service Option:

- (a) Once a GOP is issued a copy of the same will be sent to you to enable this to be presented at the time of the appointment.
- (b) The administrator requires a maximum of 48 hours to process the GOP in normal circumstances, however, this can be done immediately for emergency hospital admissions by our 24/7 Medical Assistance Team.
- (c) You can avail services from the network service provider and Mayfair will reimburse the costs directly to the service provider.