Hospital Claim Form
Non-Direct Payment

Vhi

Section 1: **Hospital Details** - for completion by the Patient or Parent/Legal Guardian (if patient is under 18 years of age)(Please place 'X' in required boxes)

AS INVOICES/RECEIPTS WILL NOT BE RETURNED, YOU MAY WISH TO RETAIN COPIES PRIOR TO SUBMISSION

1.1 Hospital Name: _____

1.2 Hospital Address: _____

1.3 Date of Admission: D D M M Y Y **1.4** Time of Admission: H H : M M

1.5 Date of Discharge: D D M M Y Y **1.6** Time of Discharge: H H : M M

HOSPITAL STAMP REQUIRED FOR GOVERNMENT LEVY

1.7 Hospital Invoice Value: € . .

1.8 Hospital Admission (Please provide details of all accommodation occupied during admission including Intensive Care Unit (ICU), Coronary Care Unit (CCU) and Neonatal Intensive Care Unit (NICU)):

Type of Ward:	Please 'X'	Ward Name/Number:	Room Name/Number:	Bed Number:	Number of Beds in Room:	Number of Days:
Private Room						
Semi-Private Room						
Public Ward						
Day Ward						
ICU/NICU						
CCU						

1.9 Treatment Setting (If the patient was not admitted to a ward in the hospital, please specify the treatment setting):

Theatre ☐ Sideroom ☐ Out-patient Dept. ☐ A&E Dept. ☐ Radiology Centre ☐ Consultant/GP Rooms ☐ Minor Injury Unit ☐

1.10 Was the patient transferred directly from another facility for this procedure? Yes ☐ No ☐

If yes, name other facility: _____

Section 2(A): **Policy Details** - for completion by the Patient or Parent/Legal Guardian (if patient is under 18 years of age at time of admission)

2.1 Quote Policy No. Here: _____ **from your Vhi membership card.**

2.2 Patient's Name: _____ **2.4** Policy Holder's Name: _____

2.3 Patient's Address: _____ **2.5** Patient's Date of Birth: D D M M Y Y

_____ **2.6** Contact Telephone No.: _____

_____ **2.7** Email Address: _____

Please check that you have entered your Policy Number

Please note that the address you provide is purely for data validation purposes.
If you need to update your contact details or membership/personal data,
please contact our Customer Services Helpline at (056) 444 4444.

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Section 2(B): **Payment Details**

Use Existing Bank Details* ☐ * *Bank details previously provided for Snap&Send claims* **Pay by Cheque** ☐

Alternatively complete the following:

Current Account Name: _____

International Bank Account Number: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Bank Identifier Code: ☐☐☐☐☐☐☐☐☐☐☐

Bank/Building Society Name and Address: _____

Please refer to "Guidelines to making a Claim" for further details on completing this section.

Section 3: **History of Illness** - for completion by the Patient or Parent/Legal Guardian (if patient is under 18 years of age) (Please place 'X' in required boxes)

3.1 Name of doctor first attended: _____ **3.2** Date of first consultation: DD MM YY

3.3 Doctor's Address: _____

3.4 When was it first made known to you that this particular investigation/treatment (which is the subject of this claim) was required? DD MM YY

3.5 Has this patient had this or a similar illness before? Yes ☐ No ☐ **3.6** If Yes, please give date and details: Date: DD MM YY

Details: _____

3.7 Are any of these expenses fully or partially recoverable from any other source? Yes ☐ No ☐

3.8 If Yes, please give details: _____

3.9 How many **weeks** did you wait for an out-patient appointment with your consultant following your GP referral? ☐☐

3.10 When your consultant decided that admission to hospital was necessary, how many **weeks** were you waiting for your admission? ☐☐

3.11 Did you elect to be a private patient of the admitting consultant? Yes ☐ No ☐

3.12 If transferred from a public facility, did you elect to be a private patient of the admitting consultant in that facility? Yes ☐ No ☐

3.13 Is your admission/treatment related to a Clinical Research Study? Yes ☐ No ☐

Section 4: **Injury Details** - for completion in all cases involving injury (even if no third party is involved) (Please place '**X**' in required boxes)

4.1 Date of injury: D D M M Y Y **4.2** Place of injury: _____

4.3 Brief description of how the injury occurred: _____

_____

4.4 Do you intend to pursue a legal claim against a third party (parties)? Yes ☐ No ☐

4.5 Name and address of solicitor (where applicable): _____

_____

In consideration of Vhi discharging my hospital and medical expenses to the extent of my cover limits and in accordance with the Rules of my contract with Vhi, I agree to include these expenses as part of my current (or future) claim against a third party(ies). Where I pursue a claim against a third party, either through the Courts or other Tribunals/Boards (and where I have legal representation), I hereby irrevocably authorise the solicitor(s) representing me in making that claim to furnish to Vhi an undertaking in the following form: "In consideration of Vhi discharging the eligible hospital and medical expenses of my client, I hereby agree to include as part of my client's claim the monies so paid by Vhi (details of which will be supplied to me by Vhi) and subject to any court order to the contrary, to repay to Vhi - out of the net proceeds of the settlement that come into our hands – all monies recovered in respect of such expenses paid by Vhi." Where my claim is adjudicated upon by the Injuries Board or the Criminal Injuries Compensation Tribunal and where I do not engage legal representation, I hereby agree to include as part of my claim the monies so paid by Vhi (details of which will be supplied to me by Vhi) and subject to any order/award to the contrary, to repay to Vhi - out of the net proceeds of the settlement that come into our hands - all monies recovered in respect of such expenses paid by Vhi. I further authorise Vhi to provide the Injuries Board, defence insurer and/or my legal representative with details of all claims paid by Vhi relating to my third party case and for the Injuries Board/my legal representative to release to Vhi full details of the Injuries Board assessment or other agreed settlement with a third party. In circumstances of an anticipated reduced settlement I agree to contact Vhi upon it being made known to me that monies so paid by Vhi may not be fully recoverable. When a reduced settlement has been agreed, I will provide Vhi with a Certificate from my legal representatives in the format agreed between the Law Society and Vhi confirming that the net proceeds recovered is the amount actually recovered. In addition, I agree to provide a Certificate from Counsel (if Counsel was instructed in relation to the settlement/ hearing), confirming the veracity of the net proceeds recovered.

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Section 5: **Patient or Parent/Legal Guardian** (if patient is under 18 years of age at time of admission) **Authorisation**

Data Protection Statement

In order to adjudicate on your claim, Vhi will process the personal data that you have provided on this form, together with any personal data that you have authorised third parties to provide to us. Certain processing of your personal data is required in order for us to adjudicate on your claim and for us to be able to operate the business of providing health insurance policies, whereas some processing of your personal data is optional. You can indicate your consent to the optional processing of your personal data below.

Vhi Insurance DAC of Vhi House, Lower Abbey Street, Dublin 1 is the company that controls and is responsible for processing the personal data in relation to your claim. It will process your personal data in accordance with the Vhi Data Protection Statement which has previously been provided to you. If you would like another copy of the Vhi Data Protection Statement it is available at vhi.ie, or you can request a copy by calling us on **(056) 444 4444**.

Obtaining Copies of Your Medical Information

In order to process and to establish the eligibility and appropriateness of your claim we will contact the facility and your treating practitioners (including, where relevant your GP) on your behalf to request a copy of all necessary information including, if requested, copies of the facility/medical records relating to the treatment and/or services received by you as part of this claim.

Optional Consents

We would like to process your personal data (or if you are a parent/legal guardian acting on behalf of a dependant under 18 years, the personal data you provide on their behalf) for the purposes set out below. This is entirely optional, **and will not affect the processing of the claim**.

☐ **Advisory** I consent to Vhi processing personal data in relation to this claim, and past claims, including details of any medical conditions and treatment, in order to undertake analysis and profiling of medical and health insurance needs. I understand Vhi will use this to identify individual needs, which will help Vhi to tailor communications and advice to me in connection with the renewal of my policy either by post, phone, email or SMS (based on my chosen method of communication).

☐ **Surveys** I consent to Vhi processing personal data in relation to this claim, and past claims, including details of any medical treatments, to allow Vhi to invite me to participate in surveys. If I am eligible to participate, I consent to Vhi contacting me to ask me to participate by post, phone, email or SMS (based on my chosen method of communication).

☐ **Direct marketing** I consent to Vhi processing my personal data in relation to this claim, and past claims, including details of any medical conditions and treatments, to offer me personalised products and services which are relevant to my needs by post, phone, email or SMS (based on my chosen method of communication).

Withdrawal of Consent

Please note that where you have given consent to Vhi processing your personal data you may also withdraw that consent at any time. If you would like to withdraw your consent, or if you have any other queries, or if you wish to change your chosen method of communication, please contact us using any of the following channels:

- Post: Vhi Healthcare, IDA Business Park, Purcellsinch, Dublin Road, Kilkenny.
- E-Mail: info@vhi.ie
- Phone: (056) 444 4444
- Online: MyVhi or the Vhi Health Assistant App

Authorisation – YOU MUST SIGN HERE

Where direct payment arrangements are in place with treatment facilities and/or medical practitioners, I declare that the information completed above at the time of signing this declaration to be true and accurate in every respect. I authorise Vhi to pay the appropriate benefits, for services provided, to the treatment facility and medical practitioners concerned. I understand that the details of these amounts will be included in my Vhi statement of payment and I will contact Vhi directly with any queries. Charges which are not eligible for benefit will remain my responsibility to settle directly with the treatment facility/medical practitioner concerned. I authorise the medical practitioner/treatment facility concerned to supply all necessary information to Vhi and any duly authorised agents acting on their behalf. This includes, if requested, copies of my hospital/medical records in relation to this claim regarding treatment or services received by me. Where expenses were incurred and are payable by me in respect of services received during the applicable insurance period, details of which are submitted within this form, I have examined and accept the accounts submitted in respect of this claim and I declare that these accounts have not been altered or amended in any way.

X Signature of Patient or Parent/Legal Guardian
(on behalf of a dependant under 18 years at the time of admission)*

_____ Date: D D M M Y Y

*For claims in relation to a dependant under 18 years at the time of admission, please note that all correspondence and relevant payments will be made to the Policyholder. If the dependant turns 18 while the claim is in progress, Vhi will continue to correspond with the Policyholder until the claim is concluded.

Vhi Insurance DAC trading as Vhi Insurance is regulated by the Central Bank of Ireland.

Please check that you have entered your Policy Number in Section 2.

Please note that the address you provide is purely for data validation purposes. If you need to update your contact details or membership/personal data, please contact our Customer Services Helpline at **(056) 444 4444**.

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Section 6: **Medical History** - for completion by the Admitting Consultant (Please place 'X' in required boxes)

6.1 Patient's Name: _____ **6.2** Are you the admitting consultant? Yes ☐ No ☐

If No, please state the name of the admitting consultant: _____

6.3 By whom was the patient referred to you? _____

6.4 Nature of symptoms/signs on admission: _____

6.5 Duration of symptoms/signs: HOURS (H H) DAYS (D D) WEEKS (W W) MONTHS (M M) YEARS (Y Y) **6.6** Date patient first consulted you with symptoms/signs: (D D M M Y Y)

6.7 Was admission: Planned ☐ Emergency ☐ **6.8** Has the patient had a previous admission for this condition? Yes ☐ No ☐

6.9 Has the patient a history of this condition? Yes ☐ No ☐ **6.10** If Yes, please give date and details: Date: (D D M M Y Y)

Details: _____

6.11 Is the admission/treatment related to a Clinical Research Study? Yes ☐ No ☐

Section 7: **Medical Investigations** - for completion by the Admitting Consultant (Please place '**X**' in required boxes)

7.1 Laboratory Investigations

Biochemistry ☐ Histopathology ☐ Microbiology ☐ Immunology ☐ Haematology ☐ Endocrinology ☐ Other ☐

7.2 If any laboratory tests were performed at another facility, please state tests and facility: _____

7.3 Radiology Investigations

X-Rays ☐ Ultrasounds ☐ CT Scans ☐ MRIs ☐ PET-CTs ☐ Others ☐

7.4 If any radiology investigations were performed at another facility, please state tests and facility: _____

7.5 Summary of key diagnostics tests performed:

7.6 Please give Clinical Indication Description and Clinical Indication Code for MRI/PET-CT Scan: Clinical Indicator Code: Date:

_____ ☐☐☐☐ (D D M M Y Y)

_____ ☐☐☐☐ (D D M M Y Y)

7.7 If any MRI/PET CT was performed at another facility, please state facility: _____

Section 8: **Diagnosis** - for completion by the Admitting Consultant (Please place '**X**' in required boxes)

Please list principal and secondary diagnoses relating to the admission, indicating whether acute, sub-acute or chronic:

8.1 Principal Diagnosis: ***(PDX = The diagnosis established after study to be chiefly responsible for occasioning the patient's episode of care in hospital)***

Vhi office use only

	ICD Code

8.2 Secondary Diagnoses: *(Additional conditions, if any, that required active management as part of the admission or affect the length of stay during this admission.* ***Diagnoses that relate to an earlier episode which have no bearing on the current hospital stay are to be excluded)***

Vhi office use only

	ICD Code
	ICD Code
	ICD Code
	ICD Code

8.3 Does this illness contain any addictive elements (alcohol, drug or other substance abuse)? Yes ☐ No ☐

8.4 If Yes, and if not full stay, please indicate dates of treatment relating to addictive illness: START DATE (D D M M Y Y) END DATE (D D M M Y Y)

Section 9: **Treatment Section** - for completion by the Admitting Consultant (Please place '**X**' in required boxes)

9.1 Procedures Performed - Please complete this section detailing surgical, diagnostic and major medical illness procedures and include Clinical Indication Code and description for Surgical Procedures.

Procedure Code:	Date of Service:	Procedure Description:	Anaesthesia:	General	Regional	Monitored
	D D M M Y Y					
Procedure Code:	Date of Service:	Procedure Description:	Anaesthesia:	General	Regional	Monitored
	D D M M Y Y					
Procedure Code:	Date of Service:	Procedure Description:	Anaesthesia:	General	Regional	Monitored
	D D M M Y Y					

9.2 Clinical Indicator Code(s): Clinical Indicator Description(s):

9.3 If drug eluting stents were used, please specify the number:

9.4 If patient was transferred to another facility for a procedure, please state procedure and facility:

9.5 Any unforeseen circumstances or additional information that led to an increased length of stay for this admission, including reasons for an overnight/extended admission for procedures designated as One Night Only, Day Care or Side Room:

9.6 Were IV medications/IV fluids administered to the patient? Yes No

9.7 Medical Attendance - In non-surgical cases please list medical management including IV medications/IV fluids and/or treatments prescribed.

START DATE D D M M Y Y END DATE D D M M Y Y

Description of treatment relating to Principal Diagnosis and Secondary Diagnoses (if any):

9.8 General - Did you personally provide the services for which you have billed? Yes No

9.9 If No, please specify who provided the treatment:

9.10 Did you request radiological guidance or any other consultant(s') services? Yes No

9.11 If Yes, please specify Consultant(s') name(s) in full:

Section 10: **Discharge Status** - for completion by the Admitting Consultant (Please place '**X**' in required boxes)

10.1 Home Still in this hospital Transfer to another hospital Convalescence Long-term care Deceased

10.2 Is any further treatment anticipated? Yes No If Yes, please give details:

Section 11: **Consultant Declaration**

I hereby certify that the treatment specified was necessitated by the illness described by me above, and that the full stay in hospital was justified by the patient's medical condition.

X Consultant's Signature (You must sign here)		Consultant Code:	
		Date:	D D M M Y Y

Guidelines to making a Claim

It would help us give you a speedier service and keep down administration costs if you could observe these guidelines when submitting a claim.

- ☐ Sections **1, 2, 3, 4, and 5** are to be fully completed by the **Patient or Parent/Legal Guardian (if patient is under 18 years of age)**.
- ☐ Please note that **Section 4 (Injury Section)**, must be **fully** completed in all cases involving injury, even if no third party is involved.
- ☐ **Sections 6, 7, 8, 9, 10 and 11** are to be **fully** completed by the **Admitting Consultant.**
- ☐ Please attach all accounts securely to the form.

This claim form should not be used to claim benefits for treatment in hospitals and treatment centres where Vhi has direct payment arrangements in place.

BENEFIT PAYMENT DETAILS

To ensure prompt payment of your claim, we can arrange to make payment directly into your bank account.

If you select the **"Use existing Bank Details"** option:

- We will use the details you have already included on Snap&Send for your claims payments.
- If you have not previously included details on Snap&Send for claims payment, we will pay you by cheque.
- For claims in relation to a dependant under 18 at the time of admission, payments will be made to the Policy holder using the bank details provided by them on Snap&Send or by cheque if no details previously provided.

By completing IBAN and BIC you are opting for payment to be made to this chosen bank account. If incorrect bank details are provided, we will pay you by cheque.

Bank details provided on this claim form will NOT be stored for future use.

Claim Form Submission Address

Vhi
PO Box 10143
Dublin 18

Contact Information

Dublin: Vhi House, Lower Abbey Street, Dublin 1.
Fax: (01) 873 4004

Cork: Vhi House, 70 South Mall, Cork.
Fax: (021) 427 7901

Kilkenny: IDA Business Park, Purcellsinch,
Dublin Road, Kilkenny.
Fax: (056) 776 1741

Office opening hours:
10am-4pm Monday to Friday.

Tel: (056) 444 4444.
Lines open 8am-7pm Monday to Friday and
9am-3pm Saturday.

Contact: vhi.ie
vhi.ie/contact

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