

Making a Claim

Australian Netball 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 1800 640 009

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 180 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 180 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 before any payments can be made.
- 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
- We do not pay for the first 14 days that you are off work after your injury. A benefit will be paid to you less any current accrued sick leave entitlements. You must provide medical certificates for your entire time off 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 netball 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.

*Echelon Australia Pty Ltd (Echelon) is a wholly owned subsidiary of Jardine Lloyd Thompson Pty Ltd. Echelon is the appointed claims manager for all Personal Accident claims on behalf of the Insurer and the Trustee.

*Quick lodgement and a fully completed claim form
will ensure speedy payment of your claim*

www.jltsport.com.au/netballaustralia

