



# Important information on making a claim

## Australian Football National Risk Protection Program

### Personal accident | Non-Medicare medical claims

- 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)
- **Lodge the claim form at first instance** either online or directly to Echelon. Non-Medicare receipts and documentation can be submitted as they come, 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
- For any queries regarding your claim status, please contact Echelon at **1800 640 009**

### Personal accident | Loss of income claims

- **Claim forms must be lodged within 270 days** from the date of your injury/accident
- A **14 day elimination period applies** (as per the cover purchased) 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

### STEPS TO MAKING A CLAIM



#### Step 1

Please lodge your completed claim form to Echelon at [sportsclaims@echelonaustralia.com.au](mailto:sportsclaims@echelonaustralia.com.au) as soon as possible (within 270 days of the date of injury) alternatively, you can lodge a claim online through our Marsh Sport website [au.marsh.com/sport/make-a-claim.html](http://au.marsh.com/sport/make-a-claim.html)



#### Step 2

If a claim is submitted online through the Marsh sport website, please complete all relevant sections of the claim form.



#### Step 3

Echelon will confirm receipt of your claim lodgement within 24-48 hours and make contact with you should they require more information regarding the claim.

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