

What to do if you have to use your Global Travel Cover:-

1. Show the doctor or hospital staff your cover note.
2. If the doctor or hospital staff is unsure about accepting the cover note, they may telephone, fax or e-mail Cimas in order to verify your cover. Contact details are as follows: -

Cimas Medical Aid Society (Zimbabwe)  
C /o Hospital and Foreign Claims  
Department  
Tel. number: +263-4-773666 or 777300 to 16  
Fax number: +263-4-753567  
E-mail: [foreignclaims@cimas.co.zw](mailto:foreignclaims@cimas.co.zw)

In all communications the covered person's name and Global Travel Cover policy number must be quoted.

3. If your treatment is likely to cost in excess of US\$1500,00, get someone to contact Cimas (see 2 above) to give us full details of the treatment you require and its estimated costs. Do this at the earliest opportunity.
4. Once you have received treatment, complete the red sections of the claim forms which are attached to your cover note and ensure that a completed claim form is attached to each account that is submitted to Cimas.

5. Advise the doctor/hospital staff to ensure that their accounts are as detailed as possible. In addition all accounts should be in English or, if in another language, they should be accompanied by an English translation of the account details.
6. Ensure that your accounts, with completed claim forms, are mailed to Cimas as soon as possible.
7. Advise the doctor/hospital staff that they should expect to receive payment of their accounts within 4 weeks of receipt by Cimas.
8. Every effort has been made to ensure the acceptability of Global Travel Cover worldwide, though Cimas cannot guarantee that all providers of health services will accept the Global Travel Cover Note.
9. Owing to Cimas Medical Aid Society's membership of the International Federation of Health Funds (IFHF) and the Board of Healthcare Funders of Southern Africa (BHF) most countries in the world accept Global Travel Cover as endorsed by Cimas.