

When to Contact Intrepid 24/7™ Assistance

QUICK REFERENCE GUIDE

Contacting Intrepid 24/7™ Assistance helps to coordinate your medical care, lower costs, and arrange for direct billing with medical providers. In some cases, you **MUST** contact Intrepid 24/7™ Assistance for approval before you receive treatment.

OPTIONAL

While it is **OPTIONAL**, consider contacting Intrepid 24/7™ Assistance for:

- Visits to a walk-in clinic for an injury or minor illness
- Basic blood test, X-rays, ultrasounds
- The initial follow-up appointment following treatment for a minor illness or injury
- Mental health counselling

RECOMMENDED

To ensure the smoothest experience, It is **RECOMMENDED** to contact Intrepid 24/7™ for:

- Emergencies related to pre-existing conditions
- Visits to the Emergency Room
- Additional follow-up appointments after the first follow-up appointment
- Paramedical services (ex: massage, physical therapy, etc)
- Making a non-medical claim (ex: Third Party Liability claims)

ALWAYS

You must **ALWAYS** contact Intrepid 24/7™ as soon as possible if you:

- Are hospitalized for any reason
- Require surgery of any kind (including dental)
- Need MRI/CT scans — please note that **unless required immediately for life-saving treatment, MRI and CT scans must be pre-approved**
- Need medical care outside Canada

Intrepid 24/7™ must also ALWAYS be notified of:

- Air ambulance transportation
- Repatriation with a commercial airline
- Professional at-home healthcare
- Medical treatment that will require multiple or ongoing visits
- Issues with health care providers (accessing service, direct billing, etc)
- Death of a student



If Intrepid 24/7™ Assistance is not contacted within 48 hours of these services, eligible claims may only be paid to 80%.

CALL US FOR ASSISTANCE

DIRECT **+1.416.644.4873**
TOLL-FREE **+1.855.219.1587**

Intrepid 24/7™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify Intrepid 24/7™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada