Arranging HTH Payment

1. Call the number on the HTH card as soon as possible *(either before your appointment or after receiving emergency care)* to connect the provider with HTH payment procedures.
   
   From abroad — 01 + (610) 254-8771

2. Arrange an appointment and advance payment.
   
   If a direct connection between HTH and the provider is not established before your visit, then you may have to pay up front and submit a claim form when you return.

For assistance, contact HTH Customer Service

   Inside US: 1.888.243.2358
   
   Outside US/ While Abroad: +1.610.254.8771

   Email: studentinfo@hthworldwide.com or globalhealth@hthworldwide.com

Filing a Claim

If you pay directly for medical services, *be sure to get an itemized bill at the time of payment!* When you return from your travels, you can file a “Medical Reimbursement Form” by following the instructions below. Although most claims take 4 - 6 weeks to process, claims are often delayed if you forget to send all required documents, send in the wrong form, or fill out the right form incorrectly. To speed the processing of your claim, please make sure you follow these directions.

1. Use a claim form provided by HTH Worldwide Insurance Services. You can access a form by logging in to the HTH site (using the ID # on your HTH card) at www.hthstudents.com. You can also request a claim form by calling 1(866)281-1668 or 1(610) 254-8741. Have your HTH ID card ready.

2. Completely fill out the form. Every line must be filled out.

3. Make copies of the claim form and all the bills and invoices that apply to your claim and keep the copies for your records.

4. Itemized bills must include the following information: Name and address of provider (doctor, hospital, laboratory, ambulance service, etc.), Name of patient, Date(s) of service, Amount charged for each service, Total Charge, Diagnosis or reason for treatment.

5. Mail or fax the original claim form, along with the original bills and invoices, to

   HTH Worldwide Insurance Services
   Attn: International Claims Department
   One Radnor Corporate Center, Suite 100
If you have any questions about the status of your claim, please contact the HTH Worldwide Customer Service department at 1(888) 243-2358 (Toll-Free) or +1(610) 254-8771 (Outside US)