

Claims made easy



We would like to highlight our claims process in a few easy and simple steps for your convenience. We can process and **pay your claims within 48 hours** when all required information is submitted. You can help us to process and pay your claims quickly by following the advice below.

In-patient claims.

If you have to go to a hospital, we will, where possible and with sufficient notice, arrange for direct settlement with the medical provider. **Direct settlement** gives you the advantage of not having to pay for the treatment in the hospital. Allianz Worldwide Care will settle the bill for you, by dealing directly with the hospital.

Avoid delays when claiming:

To arrange for direct settlement, we can assist you more quickly and efficiently when the following steps are taken:

For **treatment planned** in advance:

1. Please download a Treatment Guarantee Form (available in 5 languages) from our website.
2. Your physician needs to complete the relevant sections of the Treatment Guarantee Form prior to commencement of treatment.
3. Once fully completed, please send the form to Allianz Worldwide Care at least 5 working days prior to treatment, by
 - Fax to +353 1 630 1306 or
 - Scan and email to client.services@allianzworldwidecare.com
4. The information provided in the Treatment Guarantee Form is required by the Medical Services Team so that they can assess and adjudicate correctly to facilitate prompt direct settlement.

In case of an **emergency**:

1. Either you, your physician, one of your dependants or a colleague needs to call our Helpline (if possible within 24 hours of the emergency) and inform us about the hospital admission.
2. A Treatment Guarantee Form needs to be submitted to us as soon as possible, so that we can obtain all required information.

The Treatment Guarantee Form is available as a PDF or a Word version which can be filled in electronically. This means that you can save the document and re-use it without having to fill in the common information each time. If you have all the required details available and treatment is taking place within 72 hours, we can also complete the Treatment Guarantee Form for you over the phone if you call our Helpline.

If you have any questions in relation to your health insurance policy with Allianz Worldwide Care, please do not hesitate to contact our Helpline on +353 1 630 1301 or by email client.services@allianzworldwidecare.com

www.allianzworldwidecare.com

Out-patient claims.

If you have treatment on an out-patient basis you will need to settle the bill directly with the medical provider. You can then seek reimbursement from Allianz Worldwide Care by taking the following steps:

1. Download the Claim Form (available in 5 languages) from our website.
2. You will need to get an **invoice** from the doctor/medical provider.
3. Please ensure that your invoice states the **diagnosis** or medical condition that you received treatment for, the **nature of the treatment** and the **fees** charged.
4. **Complete sections 1-4 of the Claim Form** (the other sections will need to be completed only if the invoice doesn't state the diagnosis and nature of treatment).
5. **Send the Claim Form and invoices** to Allianz Worldwide Care via
 - Fax to +353 1 6454033 or
 - Scan and email to claims@allianzworldwidecare.com or
 - **Post** to the address shown on the Claim Form

The Claim Form is available as a PDF or a Word version which can be filled in electronically. This means that you can save the document and re-use it without having to fill in the common information each time.

The **diagnosis** or medical condition details are vital so that we can **correctly assess** if your plan covers the necessary treatment. Without the diagnosis, we cannot process your claim promptly as we will need to request the required details from you or your doctor. Allianz Worldwide Care ensures utmost **confidentiality** in accordance with European Data Protection Law.

Submitted **Claim Forms** provide us with the information we need to assess, process and **pay your claim**. It is in your best interests that we request a Claim Form each time as details such as bank account details or email address can change over time and without them we cannot process your claim. We will send an **email** to the address you provided on the Claim Form on **receipt of the claim**. In addition, your **settlement letter** and **statement of account** details will be emailed to you once the claim has been processed and paid.

Please note that some out-patient treatments **require** submission of a Treatment Guarantee Form. These treatments are listed in your Table of Benefits.