

Claims made easy

For your convenience we would like to highlight our claims process in a few easy and simple steps. We can process your claims and issue payment instructions to your bank **within 48 hours**, when all required information has been submitted. You can help us to process 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. With **direct settlement** you can take advantage of cashless access to treatment and Allianz Worldwide Care will settle the bill directly with the hospital.

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 from the following website: www.aonexpatinsurance.com/netherlands/outgoing/en/claims/submitting-a-claim/
2. You and your physician will need 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 five working days **prior** to treatment, by:
 - Scan and email to: medical.services@allianzworldwidecare.com
 - Fax to: + 353 1 653 1780 or
 - **Post** to the address shown on the Treatment Guarantee Form.

The information provided in the Treatment Guarantee Form is required by our Medical Services Team so that they can assess and adjudicate each case correctly, to facilitate prompt direct settlement.

If treatment is taking place within 72 hours and you have all the required information available, call our Helpline (+ 31 10 44 88 255) and we will take your Treatment Guarantee Form details over the phone.

In case of an emergency:

1. Either you, your physician, one of your dependants or a colleague needs to call our Helpline (+ 31 10 44 88 255) **within 48 hours** of the emergency, to inform us about the hospital admission. Our Helpline is available 24 a day, 7 days a week.
2. A Treatment Guarantee Form needs to be submitted to us as soon as possible, so that we can obtain all required information.

If you have any questions in relation to your health insurance policy with Allianz Worldwide Care, please do not hesitate to contact AON by email at: ipm@aonhewitt.com or by phone on: +31 10 44 88 200 (available during Dutch office hours).

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 from the following website: www.aonexpatinsurance.com/netherlands/outgoing/en/claims/claimforms/
2. You will need to get an **invoice** from the doctor/medical provider. 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.
3. **Complete sections 1-4 and 7 of the Claim Form** (the other sections will need to be completed by the treating doctor, only if the **invoice** does not state the diagnosis and nature of treatment).
4. **Send** the Claim Form and all supporting documentation, invoices and receipts to Allianz Worldwide Care via:
 - Scan and email to: claims@allianzworldwidecare.com
 - Fax to: + 353 1 645 4033 or
 - **Post** to the address shown on the Claim Form.

The **diagnosis** or details of the medical condition 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.

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

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