Allianz

INTERNATIONAL HEALTHCARE PLANS
FOR LEBANON

# Claim Form

Please complete this form in **BLOCK CAPITALS**. You can also use our MyHealth Digital Services to submit your claim online:
www.allianzcare.com/en/myhealth.html

**Don't forget:** You must submit your claims within the claiming deadline set out in your Benefit Guide, available at:
www.allianzcare.com/lebanon

## 1 Policyholder's details

Policy number

First name (and any middle name)

Surname

Date of birth D D / M M / Y Y Y Y

Correspondence address

Telephone number COUNTRY CODE AREA CODE

Email

Do you have any national/public or state provided health insurance cover in your home country or country of residence e.g. National Health Insurance?

Yes ☐ No ☐

If Yes, please provide a description of the cover provided along with your reference number/identifier with the state.

## 2 Patient's details (if different from policyholder)

First name

Surname

Date of birth D D / M M / Y Y Y Y Gender: Male ☐ Female ☐

## 3 Payment details

Please EITHER tick option 1 OR tick and complete option 2.

**Option 1:** Payment to medical provider* (e.g. hospital, specialist) ☐ (The bank details requested below are not required for this option)

**Option 2:** Payment to policyholder ☐

Preferred payment method: Bank transfer** ☐ Cheque*** ☐

Please **specify the currency** you would like to be **reimbursed** in (and ensure that your bank account supports it)

Name of bank account holder as shown on your bank statement

Account number

IBAN (where required)****

Sort/branch code BIC/Swift code****

Name of bank

Bank address

ABA/ACH code (for US bank accounts only)

Account beneficiary´s address in the USA

If you are aware of any additional information required in order to process international transactions within your country (e.g. Agency Code, Tax ID), please list below:

Swift code of intermediary bank (where applicable)

* If you have not already paid the medical provider.
** For bank transfer, please provide bank details
*** Cheques payable to the policyholder will be sent to the correspondence address provided in section 1.
**** If your bank is within the EU, or if your specific country requires an IBAN (e.g. Qatar, Saudi Arabia, Angola, Tunisia, Turkey), please supply both your IBAN and BIC/Swift code to facilitate the payment of your claim.

## 4 Claim details

Please complete all parts of the following table with the details of each invoice/receipt, making sure to include the amount charged. Please note that for costs incurred in China, a Fa Piao invoice needs to be submitted with all claims. If your invoice/receipt does not include the diagnosis/medical condition, please ensure that you provide us with this information below. If there is insufficient space in the table below, please provide details on a separate page.

| Description of expense/treatment | Diagnosis/medical condition | Provider's name | Amount charged | Currency | Have you paid this bill? |
|---|---|---|---|---|---|
| | | | | | Yes ☐ No ☐ |
| | | | | | Yes ☐ No ☐ |
| | | | | | Yes ☐ No ☐ |
| | | | | | Yes ☐ No ☐ |
| | | | | | Yes ☐ No ☐ |
| | | | | | Yes ☐ No ☐ |
| | | | | | Yes ☐ No ☐ |
| | | Total amount of expenses (Please note that the total displayed is only accurate when all invoices are issued in the same currency. If you are claiming costs in different currencies, please disregard the total amount displayed) | 0.00 | | |

In what country did the treatment take place?

**Claims related to an accident or injury:** Is this claim related to an accident/injury? Yes ☐ No ☐

If yes, please complete the following:

Date of accident/injury D D / M M / Y Y Y Y

Details of the accident/injury

Do you have any other insurance policy (e.g. Travel insurance)? Yes ☐ No ☐

If yes, please provide the following:

Name of the insurer

Policy number

Was the accident/injury caused by a third party? Yes ☐ No ☐

If yes, please complete the following:

Name of the third party

Name of the third party insurer

Third party policy number

**Please send us a copy of the police report if available to: claims.recoveries@allianzworldwidecare.com**

**Sections 5 and 6 are to be completed by the treating doctor unless detailed in the supporting documentation (e.g. receipts or invoices).**

## 5 Medical provider's details

Name of doctor/specialist

Qualifications/credentials

Name of hospital/clinic

Address

Telephone number COUNTRY CODE AREA CODE

Fax number COUNTRY CODE AREA CODE

Email

Applicable to **physiotherapy/psychotherapy** claims only. Please provide full referral details:

Name of referring doctor

Telephone number COUNTRY CODE AREA CODE

Date of referral D D / M M / Y Y Y Y

## 6 Medical details

Indicate type of condition: Acute ☐ Chronic ☐ Acute episode of chronic ☐

Please provide full details of the symptoms/medical condition requiring treatment, including ICD9/10 code/DSM-IV

On what date did the patient first **present** these symptoms **to you**? D D / M M / Y Y Y Y

On what date would the first onset of symptoms have been **apparent to the patient**? D D / M M / Y Y Y Y

Has the patient suffered from this condition previously? Yes ☐ No ☐ If Yes, when? D D / M M / Y Y Y Y

Are you aware of any treatment given for this or any related illness in the past? Yes ☐ No ☐

If Yes, please provide details

Is it likely to re-occur? Yes ☐ No ☐

Does it need rehabilitation? Yes ☐ No ☐

Is it permanent? Yes ☐ No ☐

Does it need long term monitoring, consultations, check ups, examinations or tests? Yes ☐ No ☐

**Applicable to cases of pregnancy only:**

Estimated date of delivery D D / M M / Y Y Y Y Is birth of a single baby expected? Yes ☐ No ☐

If twins/multiple babies are expected, is the pregnancy a result of medically assisted reproduction? Yes ☐ No ☐

If Yes, please provide further details

**Applicable to dental treatment claims only:**

Was the patient suffering from dental pain at the time he/she visited you for treatment? Yes ☐ No ☐

**Please sign and authenticate with an official stamp.**

Official stamp of medical provider

Doctor's signature

Date D D / M M / Y Y Y Y

## 7 We care about your personal data protection

Our Data Protection Notice explains how we, Allianz Care, the administrators (data processors) acting on behalf of your insurer, protect your privacy. This is an important notice which outlines how we will process your personal data. You must read it before sending us any personal data. To read our Data Protection Notice visit: **www.allianzcare.com/en/privacy.html**

Alternatively, you can contact us on +961 5 422000 (when calling from inside Lebanon) and on + 353 1 630 1301 (when calling from outside Lebanon) to request a paper copy of our full Data Protection Notice. If you have any queries about how we use your personal data, you can always contact us by e-mail at: AP.EU1DataPrivacyOfficer@allianz.com

## 8 Declaration

I certify that to the best of my knowledge, this Claim Form does not contain any false, misleading or incomplete information. I understand that if this claim is found to be fraudulent, in whole or in part, the contract will be cancelled from the date the fraud is discovered and I may be liable to prosecution.

I agree to waive any rights that I may have to medical secrecy/confidentiality in respect of my medical information and I authorise my medical practitioner, health professional or other relevant medical establishment to provide relevant medical information about me, if requested by Allianz SNA, to its medical advisers or its appointed representatives, or to any third party expert(s) in case of disputes, subject to any legal restrictions which may apply.

If a minor was treated, a parent or guardian should sign and date this section.

Patient's signature _____ Date D D / M M / Y Y Y Y

## 9 We need your consent

In line with the General Data Protection Regulation (GDPR), we need your consent to process your medical information and pay your medical expenses. If you have not yet provided us with your consent, please access **https://my.allianzcare.com/myhealth/login**, login to MyHealth Digital Services and tick the required fields. Alternatively, you can download the Consent Form, available at **www.allianzcare.com/en/consent-form**. A paper copy is available on request. Please note that every member on the policy over 18 must provide their own consent.

## 10 Third party authorisation

As the claimant, I hereby authorise _____ INSERT NAME OF THIRD PARTY

to act for and on my behalf in relation to the administration of this claim. This may include the disclosure of sensitive medical information.

Claimant's signature _____ Date D D / M M / Y Y Y Y

Claimant's printed name _____

*It is your responsibility to retain any original supporting documents (e.g. medical receipts) when you send us copies, as we reserve the right to request original supporting documents up to 12 months after each claim has been settled, for auditing purposes. We also reserve the right to request a proof of your payment (e.g. bank or credit card statement) in respect of your medical receipts. We advise you to keep copies of all correspondence with us as we cannot be held responsible for correspondence that does not reach us for any reason that is outside of our reasonable control.*

## Please send your fully completed Claim Form(s) with any supporting invoices/receipts (credit card slips cannot be accepted) as follows:

Email to: claims@allianzworldwidecare.com
Fax to: + 353 1 645 4033
Post to: Claims Department, Allianz Care, 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland.

If you have any queries please contact our 24/7 Helpline on: **+ 353 1 630 1301** or email: **client.services@e.allianz.com**
For our latest list of toll-free numbers, please visit: www.allianzcare.com/toll-free-numbers

**Did you know...** that most of our members find that their queries are handled quicker when they call us?

**IMPORTANT** - PLEASE CHECK THE FOLLOWING:

- ☐ All receipts, invoices and prescriptions are included.
- ☐ The Claim Form is completed in full.
- ☐ The declarations are signed and dated.
- ☐ The diagnosis has been confirmed and is either stated on the Claim Form or on the invoice(s).
- ☐ If you have changed your contact details, please let us know on the Claim Form.

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