

# ECB PENSIONER'S MEETING

Frankfurt, 5 October 2018

Alexander Bender  
Wolfgang Hofmann



EUROPEAN CENTRAL BANK

Allianz  Care

# WELCOME TO ALLIANZ CARE

As of 1<sup>st</sup> January 2019, you can depend on us, as the administrator of the ECB health insurance, to give you access to the best care possible. Allianz Care's focus is on addressing the health and wellbeing protection needs of clients worldwide, through straightforward, innovative solutions.

Allianz Care have a wide range of tools to help you with the initial transfer to us. You will experience no break in insurance cover during the transition process.



# WE'LL TAKE CARE OF IT

We are committed to service excellence. To demonstrate our commitment to our clients we are able to offer and track agreed service levels.



**A+ Superior**  
highest financial  
strength rating  
awarded by A.M. Best

Access to **757,434**  
medical providers  
worldwide, with  
widespread direct  
billing

**1,300+** people  
across  
25 countries taking  
care of you

Insuring members in  
over **180** countries

**90%** of fully  
completed claims  
processed within  
48h

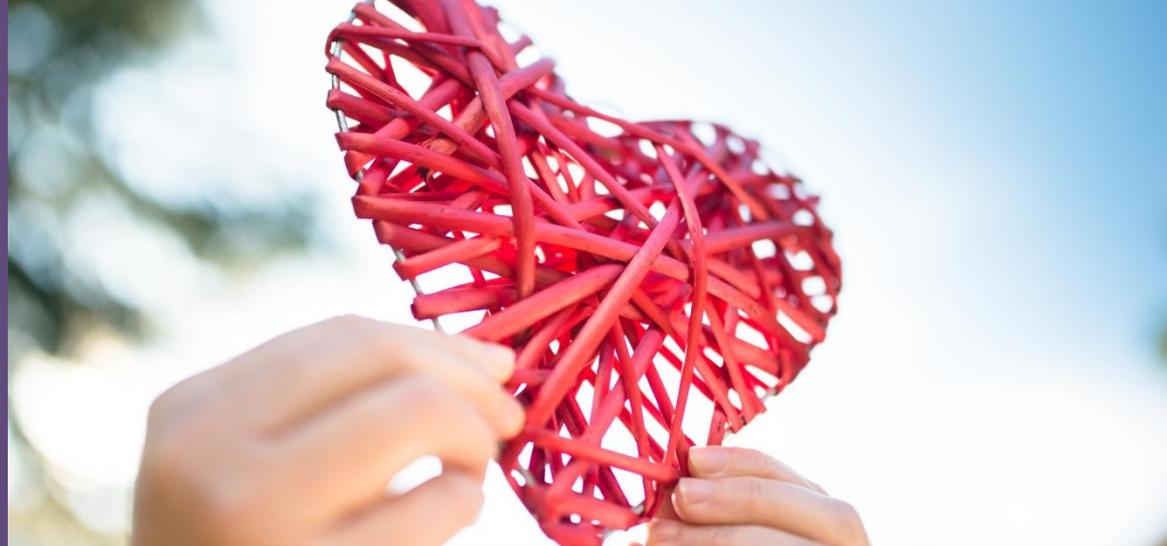
**24/7** multilingual  
Helpline and  
Emergency  
Assistance services

International  
workforce made up  
of **70** nationalities  
collectively speaking  
**37** languages

**47,292** Guarantee of  
Payments approved  
for in-patient  
treatment in 2017

# GOING THE EXTRA MILE BECAUSE WE CARE

Caring, being proactive and finding creative solutions.



Customer driven to me means delivering on promises, making sure we meet their everyday needs and make them always feel that they are our priority.

Rachel O'Brien, Senior Administrator, Client Services



We consistently work on innovative solutions. The trust we build with our partners facilitates every step of our relationship. We are open-minded, we listen to our clients.

Laurent Lacroix, Key Account Manager

# WHAT OUR CLIENTS SAY



No words can adequately express how impressed I was, and still am, with Allianz. You flew me halfway across Africa for treatment. You made sure I had the best treatment available. I stand amazed at all you did for me.

Mike Croslow, Individual Policy Member



Thank you Allianz for your outstanding support and care through Brian's very challenging illness. Not once, not ONCE, we had a concern with his health insurance. Quite the opposite - the few times we called for approvals, etc., your reply was "Mr. McElligott, don't worry about the payment, just focus on getting better".

Jane McElligott, Individual Policy Member



Back in 2016, my husband and I were pregnant with our first child. I went for a check-up and the doctor recommended having surgery. Your lovely staff helped us organize our forms and you contacted the hospital even before I arrived! It was amazing how flawless the service was. I have kept my insurance with Allianz ever since. And even when my husband was relocated, we negotiated to stay with Allianz.

Tiffany, Group Scheme Member

# YOUR DATA IS IN SAFE HANDS

Recognising the importance and sensitivity of the information you provide to us, we respect your privacy and data preferences.

We fully comply with the ECB data protection rules and guidelines.

Limited data transfer will take place and this is fully controlled and supervised by both the ECB and Allianz Care data protection officers.

The logo features the letters 'GDPR' in a bold, white, sans-serif font, centered within a circle of twelve yellow stars. The background is a dark blue field with a pattern of smaller, lighter blue dots.

# GDPR



Data accuracy



Relevant communications



Extensive protection with Data in EU



You control the use of your data

# KEY MILESTONES

As specialists in providing tailored solutions, we are well versed in the transferring of insurance schemes.

Here are some of the key dates you should know.

**Most importantly:  
your cover does not change. Just  
who you contact in future.**



Oct

Presentation to Pensioners & insurance cards

Nov

Production insurance documents & start of ECB roadshow

Feb

Previous years claims data available to Allianz Care

Dec

Final deadline for submission of your open claims to Cigna

Mar

Adjustments taking previous years data into account

Jan

Allianz Care will take over

Apr

Business as usual

# TIPS FOR A SMOOTH TRANSITION



01/10/2018

01/11/2018

01/12/2018

01/01/  
2019

01/02/  
2019

01/03/2019

Submit your claims to Cigna

Review documentation

Contact Allianz Care for  
planned treatment in 2019

Claims for treatment in 2018 and before will be delayed until data from Cigna is received. This is to ensure correct adjudication.

Submit claims to Allianz Care

# HOW TO ACCESS IN-PATIENT TREATMENT

If you receive treatment in a hospital please follow an easy process to ensure we can settle the invoices directly.

2



We will arrange direct settlement with the provider and inform you accordingly.

1

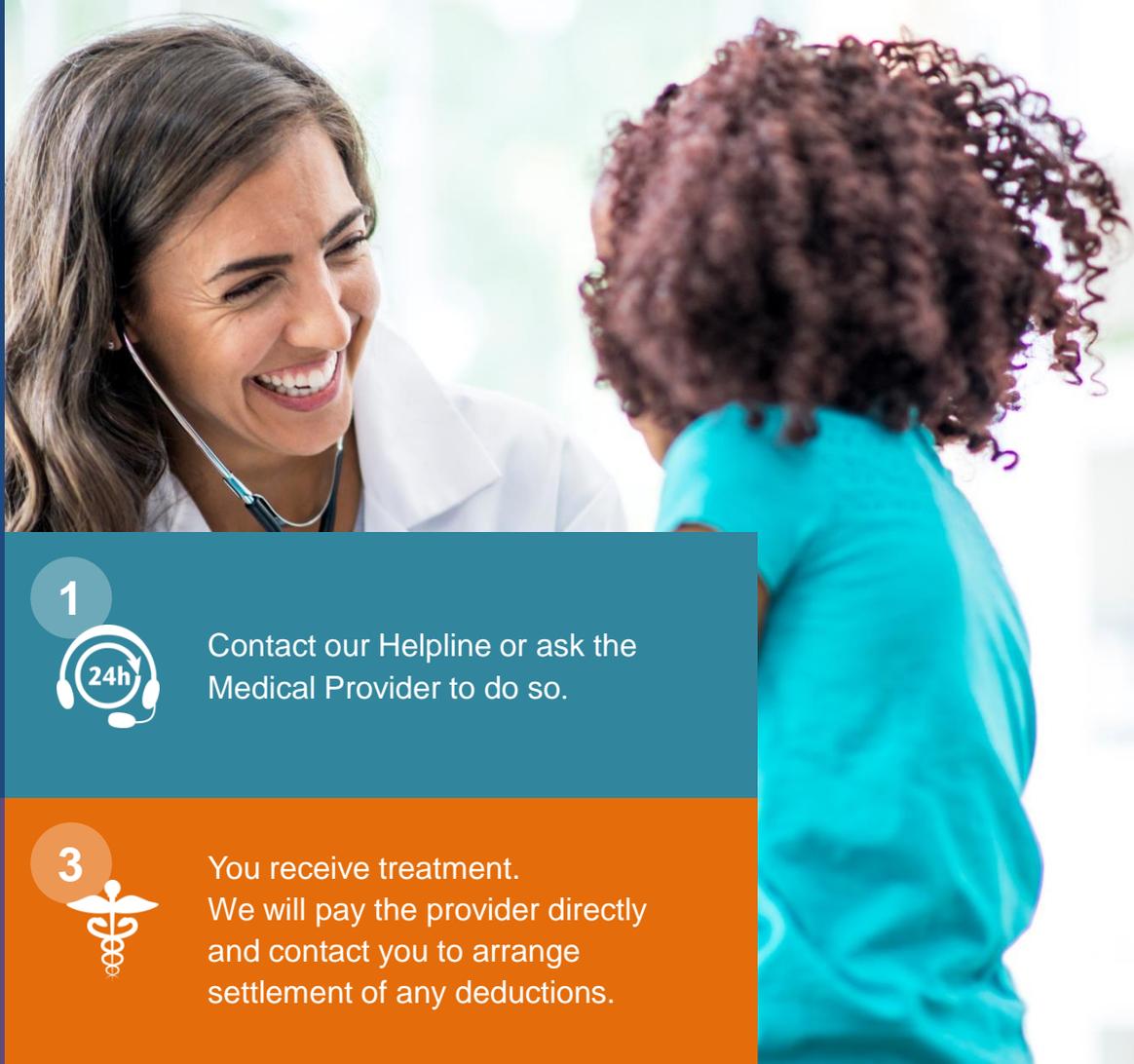


Contact our Helpline or ask the Medical Provider to do so.

3



You receive treatment. We will pay the provider directly and contact you to arrange settlement of any deductions.



# HOW TO CLAIM FOR OUT-PATIENT & DENTAL

If you are in treatment or have had treatment recently, please follow the procedure set out below to ensure the smooth transition regarding payment of your bills.

2



Get an invoice from your medical provider and pay.

1



Receive your treatment.

3



Claim back your eligible costs via our MyHealth app. As an alternative, complete and submit a Claim Form, available on our Online Services.



# MYHEALTH APP



## My contacts

Access to our 24/7 multilingual Helpline and 24/7 Medical Advice Service.



## My claims

View claims history and submit a claim in 3 simple steps.



## Find a hospital

GPS directions to the nearest hospital.



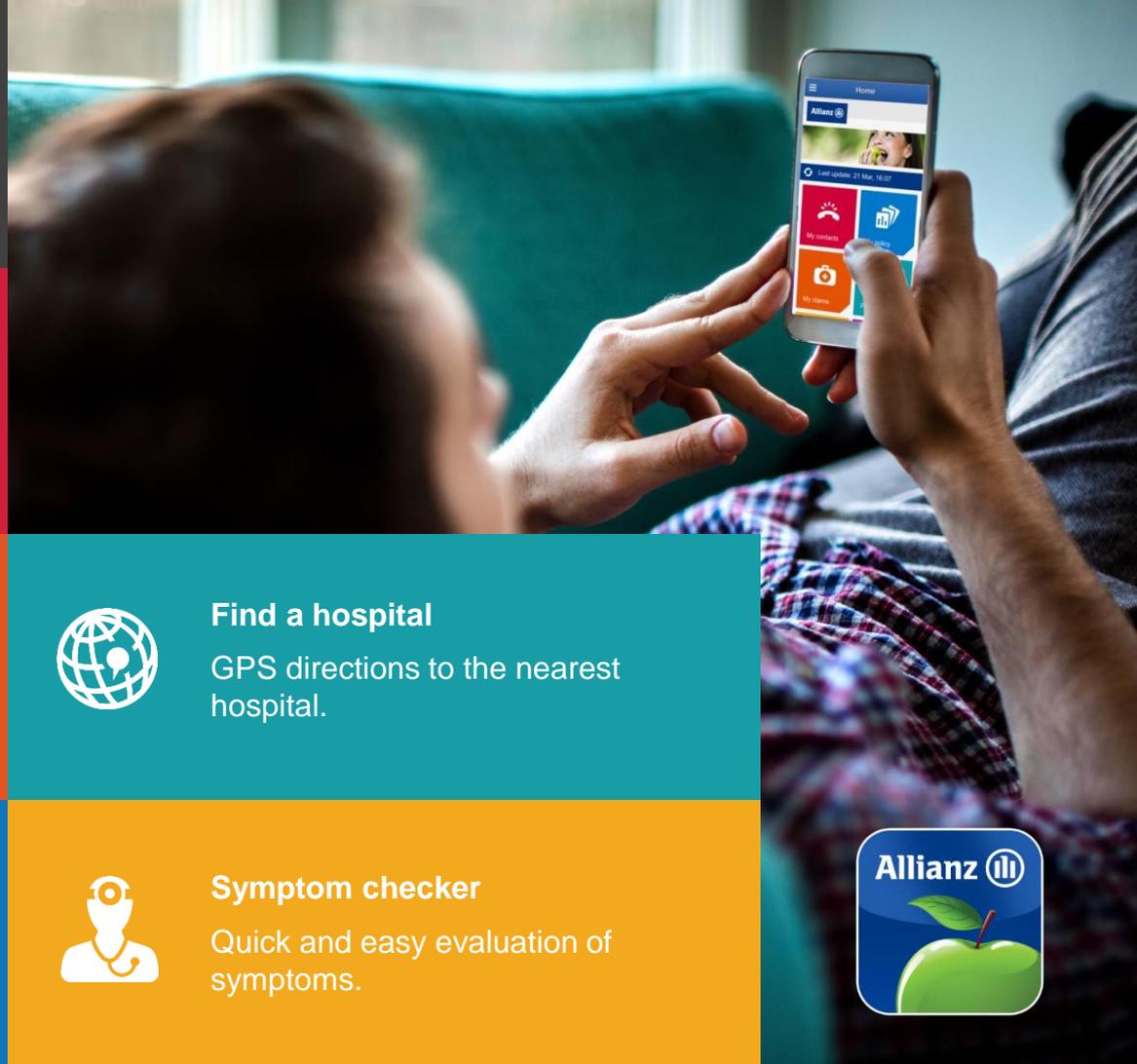
## My policy

Access policy documents and Membership Card on the go.



## Symptom checker

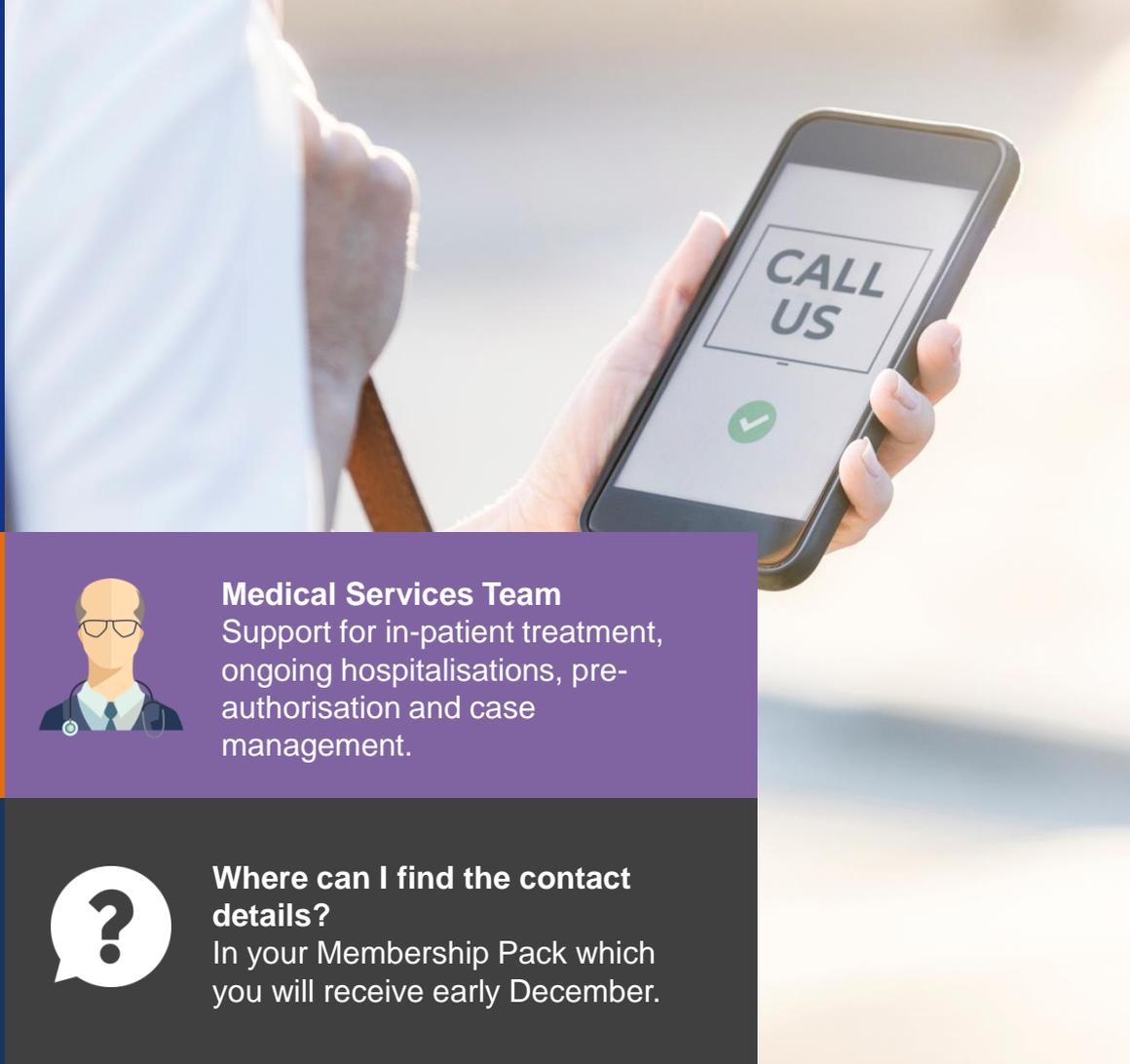
Quick and easy evaluation of symptoms.



# WHO DO I CONTACT?

Help is only a phone call away.

Here is an introduction to the ECB service team.



## Helpline Team

Handles all queries relating to cover, how to claim, status of a claim and emergencies.



## Medical Services Team

Support for in-patient treatment, ongoing hospitalisations, pre-authorisation and case management.



## Long-Term Care Claims Team

Our team of experts handles all long-term care claims and is there to assist you with claims related queries.



## Where can I find the contact details?

In your Membership Pack which you will receive early December.

# YOUR MEMBERSHIP DOCUMENTS

Early December you will receive your complete Membership Pack with all the documents you need.

## Membership Card

Your identification document for the ECB Health Insurance administered by Allianz Care.



## Table of Benefits

Comprehensive overview of the benefits available to you in the ECB Health Insurance.



## Insurance Certificate

Confirmation document detailing who is insured.



## Benefit Guide

Details some of the terms and conditions and provides further explanation on the cover. It also includes all of our contact details.



## Online Services Access

Please make sure you register to avail of the easy claiming via the MyHealth app.

# EMPLOYEE ASSISTANCE PROGRAMME (EAP)

EAP provides confidential counselling and support services to help you and your family to cope with a variety of life challenges.

Further details will be shared in the next few weeks and months.



Cross-cultural transition and cultural shock



Legal and financial worries



Family/parenting and relationships



Mental health issues



THANK YOU FOR  
YOUR  
ATTENTION