

Claim Form

Please complete both sides of this form in CAPITAL LETTERS. Email your completed form to OVHCClaims@allianz-assistance.com.au with the below documents:

- All receipts, invoices and documents relevant to your claim. Please keep a copy of ALL documents for your records.
- A copy of your passport and visa.
- Refer to the Section 5 - Required Documentation that you will need to provide to support your claim. As each claim is unique, further information may be requested by us.

Please refer to your coverage before submitting a claim

Section 1 - Policy Holder Details:

Policy Number (must be provided):

Title: Dr/Mr/Mrs/Miss/Ms	Family Name (surname):	
Given Name:	Other name/s:	
Date of Birth:	Gender: M/F/Prefer not to say	
Home address (Name and street number):		
Suburb:	State:	Postcode:
Mobile number:	Alternative number (optional):	
Email address:		
Do you have any other type of health insurance (in home country, Medicare etc.)? If YES, please provide the name of the insurer and your policy number.		

Section 2 - Details of expenses claimed:

Patients first name	Provider of service e.g. Dr Jones	Date you visited doctor?	Amount on invoice	Have you already paid for this service? Please answer Yes or No
1.		/ /		
2.		/ /		
3.		/ /		
4.		/ /		
5.		/ /		

- If you have not yet paid your invoice, the amount payable under your policy may be paid directly to the medical service provider. Please direct any enquiries from the provider to contact Allianz Global Assistance by calling 1300 727 193.
- If accounts are paid, original tax invoices and receipts must be attached to process your claim.

Section 3 - Payment to Australian Bank Account by Electronic Funds Transfer

Please provide bank account details to ensure prompt payment (only complete if you have already paid the account and have attached copies of tax invoices and receipts). **If correct bank details are not provided, a cheque will be sent to your Australian postal address.**

Name of financial institution:
Name of account holder:
BSB number:
Account number:

Allianz Global Assistance will endeavour to process your claims within 10 working days (for medical claims), up to 30 working days (for Hospital claims), of receiving a completed claim and copies of all required documentation.

Section 4 - This section must be completed for all claims

Are the expenses claimed for a medical assessment, x-ray or blood tests required for the renewal or issue of your visa? Yes No Other

Are the expenses related to an accident? Please mark answer Yes No

Have you had this or a related condition before? Please mark answer Yes No

If yes, please provide details (dates, name & address of treating doctors/s, treatment etc):

Section 5 - Required Documentation

In addition, we may require some further information depending on your claim. Please see the documentation we may need below and if it applies to you, make sure you provide these documents. (✓ mark as provided)

Please note your claim may not be accepted without relevant documentation as outlined below.

Completed OVHC claim form

Medical certificate if available. If you sought treatment from a specialist or were treated at a hospital, medical documentation will be required. A Medical Certificate can be downloaded at <https://allianzassistancehealth.com.au/en/helpcentre/>

If your claim is related to an incident where you have been transported by an Ambulance, please complete & submit an Ambulance Claim Form which can be downloaded at <https://allianzassistancehealth.com.au/en/helpcentre/>

To assess claims, Allianz Global Assistance may request the original documentation and any further documents within 90 days after claim submission for auditing purposes.

Section 6 - Declaration

I declare that all statements and particulars contained on this claim form are true and correct.

I authorise Allianz Global Assistance to contact the hospital, an insurer or insurance reference bureau, or provider of any service for further clarification of details relating to this or any other claims I have made.

Signature:

Date: / /

Section 7 - Authorisation

If you wish to provide approval for someone else to speak or act on your behalf about this claim you must complete the following details (otherwise we will not be able to give any information about your claim to any other person).

I/we, authorise (Name)

Of (Address)

Mobile:

To act on my behalf in respect to this claim and to be provided with information relating to this claim.

Please return completed form and all required documentation to:

Allianz Global Assistance
Locked Bag 3004, Toowong QLD 4066
Phone: 1300 727 193
Fax: +61 7 3305 7316
Email: OVHCclaims@allianz-assistance.com.au

Section 8 - Did you know?

Direct Billing Medical Providers

Allianz Global Assistance has an extensive network of medical providers around Australia – show your valid membership card and the medical provider will be able to receive payment for the service from Allianz Global Assistance. This means the invoice/account is sent directly to Allianz Global Assistance. You will only be required to pay if the medical provider charges a co-payment, which is an additional amount above the scheduled Medicare fee. Find your local Direct Billing Medical Providers online at www.allianzassistancehealth.com.au/ovhc under the 'Find a doctor'.

Online Services – www.allianzassistancehealth.com.au/ovhc

Visit our website to:

- Submit online claims
- Renew your policy
- Order replacement membership cards
- View our helpful information video
- Read health and wellbeing information
- Find a Doctor

24 Hour Emergency Helpline – 1800 814 781

Emergency access to medical advice, legal and interpreting services. Limited legal advice is also available during business hours.

Waiting Periods

Under both Budget Visitor and Visitors Plus, the amount of time you have to wait before making a claim for a pre-existing condition (other than psychiatric pre-existing condition) is 12 months. For pregnancy related conditions, there is a 12 month waiting period and for pre-existing psychiatric conditions, there is a 2 month waiting period.

The waiting periods start from:

- the date you or your dependant (as the case may be) arrived in Australia; **or**
- the date your eligible visa was granted.

See your policy document for further details in relation to waiting periods.

Section 9 - Protection of your personal information

We collect your personal information.

To arrange, manage, and provide your OVHC we (AWP Australia Pty Ltd trading as Allianz Global Assistance as agent for the insurer, Peoplecare Health Limited) collect, use, and disclose your personal information including sensitive information. We collect it from you as well as others including (but not limited to) your family members, travelling companions, universities, other educational institutions, Government Departments including those responsible for administering visa requirements for overseas visitors and students, doctors, hospitals, medical providers and others we consider necessary. We disclose your personal information to various persons and entities including those mentioned above as well as to others that assist us to provide our services and to carry out our normal business functions and processes including to claims investigators and for legal recovery purposes. For example, we collect, use, and disclose your name, address, date of birth, medical and other sensitive information for these purposes. We also use and disclose it so as to comply with regulatory requirements. When you make a claim under your policy, you agree and consent to us collecting, using and disclosing your personal information (including sensitive information) as set out above including to your healthcare provider. For more information about our handling of your personal information, including details about access, correction and complaints, please contact our Privacy Officer on (07) 3305 7000 or refer to our corporate privacy policy available on request or on the web at www.allianz-assistance.com.au.

Allianz Global Assistance Overseas Visitors Health Cover is managed by AWP Australia Pty Ltd ABN 52 097 227 177. Peoplecare Health Limited ABN 95 087 648 753, a private health insurer under the Private Health Insurance Act 2007 (Cth) is the underwriter of Allianz Global Assistance Overseas Visitors Health Cover policies.