

Your Insurance Quick Guide



Contact of Pacific Prime

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Claims department
claims@pacificprime.com
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clientservices@pacificprime.com

Contact of Allianz

Claims Department, Allianz Worldwide Care, Unit 20D Beckett Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland.

Helpline
 English: + 353 1 630 1301
 Fax: + 353 1 630 1306

client.services@allianzworldwidecare.com

Additional Claim Forms are available to download from www.allianzworldwidecare.com

How to claim Pre-paid Medical Cost?

To help us process your claim in a timely manner, please ensure you follow the guidelines below:

1. A separate Claim Form must be completed for every patient and each medical condition
2. All claims must submit within 6 months after the end of each insurance year or if cover is cancelled during the insurance year, within 6 months after the end of insurance cover. Beyond this time Allianz are not obliged to settle the claim

Simply send the scan copies of above documents via



claims@allianzworldwidecare.com and claims@pacificprime.com

Notes:

- Invoices must be issued with the patient's name.
- **Turnaround time:** Claims will be processed within 5 working days from the receipt of claims.
- **Payment time:** Eligible claims will be paid within 2 working days after the claim been settled.

How to enjoy Outpatient Direct Billing Services?

If you are entitled to a direct billing facility, we will provide you with a list of providers that will accept you.

To find a list of providers:

- Visit the website
- Give us a call

Please follow below instruction:

1. Make an appointment with the treatment providers on the list.
2. Show your membership card and photo ID (passport/ID card).
3. Pay any excess or coinsurance that applies to your plan.

How to get Pre-authorisation and Guarantee of payment?

Certain treatment requires prior approval from insurer so they can issue an advance payment guarantee to the hospital. Such as following treatments:

Remember, some treatments require pre-authorisation

The following treatments/benefits require pre-authorisation through submission of a Treatment:

Guarantee Form

Use of the Treatment Guarantee Form helps us to assess each case and facilitate direct settlement with the hospital. Please note that we may decline your claim if a Treatment Guarantee is not obtained. You can find full details on page 31 of this guide.

Evacuations and repatriations

At the first indication that a medical evacuation/repatriation is required, please call our 24 hour Helpline (contact details on the back of this detachable section) and we will take care of everything. Given the urgency of an evacuation/repatriation, we would advise that you call us, however, you can also contact us by email at: medical.services@allianzworldwidecare.com.

When emailing, please include "Urgent – Evacuation/Repatriation" in the subject line. Please contact us before talking to any alternative providers, even if approached by them, to avoid potentially inflated charges or unnecessary delays in the evacuation process. In the event that evacuation/repatriation services are not organised by Allianz Worldwide Care we reserve the right to decline all costs incurred.

Getting treatment

First, please check that your plan covers the treatment you are seeking. Your Table of Benefits will confirm which benefits are available to you, however you can always call our Helpline if you have any queries.

- All in-patient benefits listed (where you need to stay overnight in a hospital).
- Day-care treatment.
- Expenses for one person accompanying an evacuated/repatriated person.
- Kidney dialysis.
- Long term care.
- Medical evacuation (or repatriation, where covered).
- MRI (Magnetic Resonance Imaging) scan. Treatment Guarantee is not needed for MRI scans unless you wish to have direct settlement.
- Nursing at home or in a convalescent home.
- Occupational therapy (only out-patient treatment requires pre-authorization).
- Oncology (only in-patient or day-care treatment requires pre-authorization).

Please refer to your policy guide for more information.

Non-emergency cases

For your convenience, Treatment Guarantee form ([PDF and editable Word version](#)) is available on our website: www.allianzworldwidecare.com

Please send this fully completed Treatment Guarantee Form **at least five working days prior to treatment by:**

- Scan and email to claims.cn@pacificprime.com and medical.services@allianzworldwidecare.com

Failure to complete this form fully will delay our ability to guarantee your treatment as we may have to revert to you or the medical provider for further information.

In case of Emergency

Treatment Guarantee is not required in advance of emergency treatment, however either you, your physician, one of your dependants or a colleague need to inform Allianz about the hospital admission [within 48 hours of the event](#).

Allianz Helpline (+ 353 1 630 1301) can accept Treatment Guarantee requests over the telephone if treatment is due to take place within 72 hours. Please have as many details as possible at hand when you call, **including the contact details of your doctor**.

Once the treatment is authorised, Allianz will issue GOP (guarantee of payment) directly to the hospital enabling you to receive the treatment with no out of pocket expense.

You would just need to pay any relevant excess/deductible/copayment chosen.

1. Pre-authorization form completed by the treating physician.
www.allianzworldwidecare.com/treatment-guarantee?choice=en&AREA=TG&AT=MEMBER
2. Scheduled treatment date.
3. The diagnosis and all relevant medical reports.
4. Name and all possible contact details of the medical facility.
5. Outline of Treatment/ Procedure with itemised breakdown of costs.

Hotline:  + (353) 1630 1301

If Treatment Guarantee is not obtained for benefits listed with a 1, Allianz reserves the right to decline a claim. If the respective treatment is subsequently proven to be medically necessary, Allianz will pay only 50% to 80% of the eligible benefits.