



**CLAIMS  
MADE EASY**



# NEED TREATMENT?

We understand that seeking treatment can be stressful. Follow the steps below so we can look after the details - while you can concentrate on getting better.

## Check your level of cover

First, check that your plan covers the treatment you are seeking. Your Table of Benefits will confirm what is covered. However you can always call our 24/7 Helpline if you have any queries.

## Some treatments require pre-authorisation

Your Table of Benefits will show which treatments require pre-authorisation (via a Treatment Guarantee Form). These are mostly in-patient and high cost treatments. The Treatment Guarantee process helps us assess each case, organise everything with the medical provider before your arrival and make direct payment of your provider bill easier, where possible.

*For further information on the Treatment Guarantee process, please refer to your Benefit Guide or contact our Helpline. Please note that we may decline your claim if Treatment Guarantee is not obtained.*

## GETTING IN-PATIENT TREATMENT

In the event that you or any of your dependants need to be hospitalised, please follow the steps below. Our Medical Team will then be able to verify your cover and facilitate smooth admission into care:



Download a Treatment Guarantee Form from our website:

[https://www.jdallianz.com/en/products/individual\\_family/healthcare/](https://www.jdallianz.com/en/products/individual_family/healthcare/) (for group policies)

<https://www.allianz360.com/allianzworldwidecare/index.htm> (for individual policies)



Complete the form and send it to us at least **five working days before treatment**.

You can send it by email or post to the address shown on the form.



We contact the hospital to organise payment of your bill directly, where possible.

Once we receive all information we need, our Medical Team will review the information provided and will issue a Guarantee of Payment to the medical provider, authorising the treatment. **If we need more information** we may need to contact you, your doctor or your medical provider and this may delay the process.

Our team will provide you with updates at key stages throughout the pre-authorisation process (i.e. when a form is received, when further information is required or when a Guarantee of Payment has been issued).

### In case of an emergency:

1. Get the emergency treatment you need and call us if you need any advice or support.
2. If you are hospitalised, either you, your doctor or one of your dependants needs to call our Helpline (**within 48 hours of the emergency**) to inform us of the hospitalisation. At this point we will take all of the required details over the phone.

*Treatment scheduled within 72 hours?  
Call us, we will take the details over the  
phone.*



## GETTING OUT-PATIENT OR DENTAL TREATMENT

We have direct billing agreements in place with medical providers across China: this will allow you to access treatment in China on a cashless basis, as the costs will be paid directly by us to your medical provider.

For cases where your provider informs you that a direct billing agreement is not in place, and if your treatment does not require pre-authorisation, you can simply pay the bill and claim the expenses from us\*\*. In this case, simply follow these steps:



Receive your medical treatment and pay the medical provider.



Get a FaPiao\*/an invoice from your medical provider. The invoice/FaPiao must state clearly:

- ✓ Your name
- ✓ Treatment date(s)
- ✓ Cost



Get a copy of your medical report. This should include your name, treatment date(s), the diagnosis/medical condition that you received treatment for, the date of onset of symptoms, the nature of the treatment and the fees charged.



Claim back your eligible costs via our "Allianz MyHealth" app. Simply enter a few key details, attach your FaPiao(s)/invoice(s) and medical report and press 'submit'.

As an alternative to Allianz MyHealth app, you can also claim your treatment costs by completing and submitting a Claim Form, downloadable at:



[www.allianz.cn/en/products/healthcare](http://www.allianz.cn/en/products/healthcare) (for group policies)

<https://www.allianz360.com/allianzworldwidecare/index.htm> (for individual policies)

You will need to complete section 5 and 6 of the Claim Form only if the information requested in those sections is not already provided on your medical invoice.

Please send us your claim together with all supporting documentation, invoices and receipts.

\* **FaPiao**: a FaPiao is an official receipt that Chinese businesses have to issue to their customers, upon receipt of payment for a service/product. If you receive medical treatment in China, your doctor will give you a FaPiao upon the payment of an invoice.

\*\* If you receive treatment in China, you should request a FaPiao from your medical provider. If the total claiming amount is **CNY 3,000 or more** you should post us the **original FaPiao**, even if you submit the claim via app or email. If the total claim amount is **more than CNY 10,000**, please attach a copy of the **patient's ID document**.

If you receive treatment outside of China, we do not need the original supporting documents to be posted (unless it is requested by the Claims Team).

### Quick claim processing

Once we have all the information required, we can process and pay a claim within 48 hours. However, we can only do this if you have told us the medical condition treated, so please make sure you include this with your claim. Otherwise, we will need to request the details from you or your doctor.

We will email or write to you to let you know when the claim has been processed.

*The number 1 reason  
for claims not being processed  
swiftly is incomplete information.*

*Please ensure that all details related to  
your claim are provided on the  
Claim Form or invoice.*





## ALLIANZ MYHEALTH APP

Our Allianz MyHealth app (available in English and for Apple and Android devices) allows you to:



### My claims

Track the status of a claim and view your claim history.



### My contacts

Access our 24/7 bilingual Helpline.



### Symptom checker

Get a quick and easy assessment of your symptoms.



### My policy

Access your policy documents and membership card on the go.



### Pharmacy aid

Look up the local equivalent names of branded drugs.

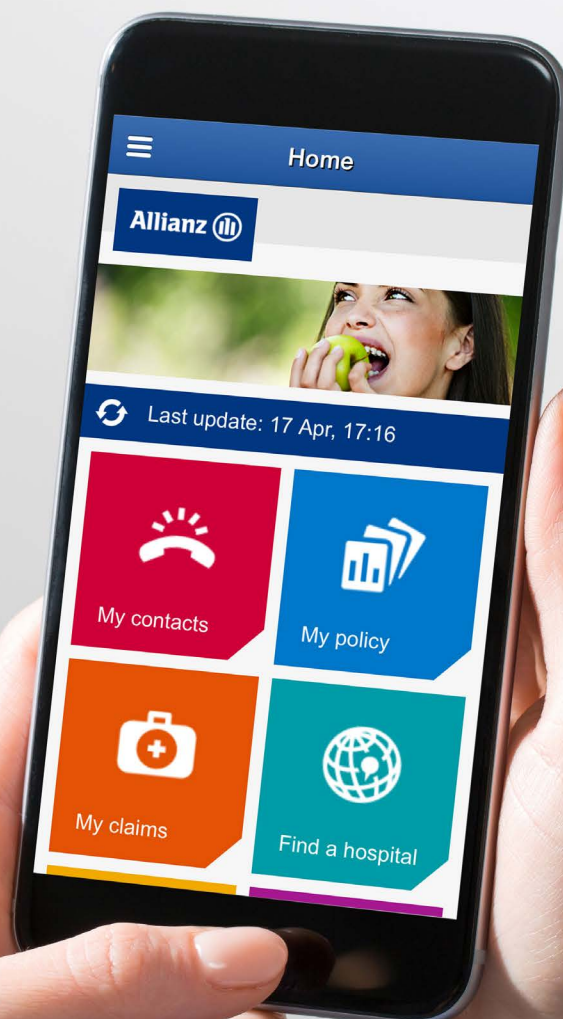


### Medical term translator

Translate names of common ailments into 17 languages.

Please note that the mobile app is a service offered via our sister company Allianz Care. For more information, please visit: <https://www.allianzcare.com/en/support/member-resources/my-health-app.html>

Download "Allianz MyHealth" app - you can download the app from the Apple App Store by simply searching for "Allianz MyHealth" and following the on-screen instructions. If you have an Android device, please follow the instructions provided on <https://www.allianzcare.com/en/support/member-resources/my-health-app/china.html>



## EVACUATIONS AND REPATRIATIONS

At the first indication that you need medical evacuation or repatriation, please call our 24 hour Helpline and we will take care of it. Given the urgency, we would advise you to phone if possible. However, you can also contact us by email. If emailing, please write 'Urgent – Evacuation/Repatriation' in the subject line.

Please contact us before talking to any providers, even if they approach you directly, to avoid excessive charges or unnecessary delays in evacuation. In the event that evacuation/repatriation services are not organised by us, we reserve the right to decline the costs.



From inside mainland China: 4008866014  
From outside mainland China: (+ 86) 10 85355624



Health.MedicalServices@allianz.cn

Please refer to your Table of Benefits to confirm if Evacuations and/or Repatriations are covered under your plan.



## TALK TO US, WE LOVE TO HELP!

If you have any queries, do not hesitate to contact us:

**Telephone:**

From inside mainland China: 4008866014

From outside mainland China: (+ 86) 10 85355624



Email:

Health.ClientServices@allianz.cn

*Calls to our 24/7 Helpline will be recorded and may be monitored for training, quality and regulatory purposes. Please note that only the policyholder (or an appointed representative) or the Group Scheme Manager can make changes to the policy. Security questions will be asked of all callers, in order to verify their identity.*

*The Helpline service is available 24 hours a day, 7 days a week in both Chinese and English.*

**For Shanghai:**

Allianz Jingdong General Insurance Company Ltd.,  
Shanghai Branch, Unit 1408, 14F Shanghai Tower,  
No.501 Middle Yincheng Road,  
Pudong New Area, Shanghai 200120,  
People's Republic of China

**For Beijing:**

Allianz Jingdong General Insurance Company Ltd.,  
Beijing Branch, 16F & 17F, Tower 3, Han's Plaza,  
No.2 South Ronghua Road, BDA,  
Beijing 100176,  
People's Republic of China



Alternatively, please visit:

<https://www.allianz360.com/allianzworlwidecare/index.htm>



Follow us on WeChat for lots of great health and wellness articles for you and your family. Via our WeChat profile you can also find information on our International Health solutions, and you can access our medical provider finder.

Allianz Jingdong General Insurance Company Ltd. is the insurer and the inside mainland China administrator of this policy. The company is registered in China and regulated by the China Banking and Insurance Regulatory Commission. Registered Office: Unit 01-05, 11 & 12, 34th floor, Main Tower, Guangzhou International Finance Center, 5 Zhejiang Xilu, Tianhe District, Guangzhou, Guangdong, P.R. China. Registered No.: 914400005517258765.

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