



WELCOME TO MEDIHELP INTERNATIONAL

Dear Customer,

We are pleased to welcome you as a member of MediHelp International.

Your plan is insured by AWP Health & Life S.A., member of Allianz Group and serviced by MediHelp Customer Care. You will find your membership pack enclosed. Please give your statement a quick check just to make sure everything is correct and let us know if you have any questions.

Getting started using your policy

You have the freedom of choosing any medical provider. Any claim which is higher than 500 EUR should be pre-authorized. You should do this by contacting MediHelp by phone or email.

Accessing Out-Patient Services

The costs for Out-Patient planned services may be reimbursed in several ways:

- You can pay for the medical services and claim the money back by contacting Us.
- You can pay for the medical services directly to the provider using MediHelp's payment card.

Accessing In-Patient Services

- Any In-Patient or Day-Patient planned treatment should be pre-authorized by contacting MediHelp Customer Care at least five days before your treatment.



How to use your payment card

- Your payment card allows you to pay the costs of eligible medical services directly to the medical provider up to 1 000 €.
- After receiving the card it's mandatory for you to activate it straight away by using the instructions attached to the card. Failure to do so straight away may impact the use of the card when needed.

How to make a claim

The member shall be reimbursed according to the benefits of the chosen insurance plan. For reimbursement of eligible medical expenses, please send us the following documents:

- All related documents issued by your treating doctor,
- Detailed invoice for the medical services and proof of payment,
- Claim Form filled in entirely.

The validity of a claim is up to 6 months starting from the date you first accessed the medical service. We work with international translators so it is not mandatory that the claims are submitted in English.

We are here to help you

- For claims enquiries, policy questions, pre-authorisation, evacuation & repatriation requests call: **(+30) 2119909299** or email: assistance@medihelp.com.gr.

Thank you for choosing MediHelp International for your healthcare cover and we wish you good health for the coming year.

Yours sincerely,

Alexandra Barbu
Customer Care Manager