



# WELCOME TO MEDIHELP INTERNATIONAL

## **Dear Customer,**

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

Your plan is insured by Inter Partner Assistance SA 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. It is enough to contact MediHelp Customer Care by phone or e-mail.

## **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 MediHelp Customer Care.
- You can pay for the medical services directly to the provider using MediHelp's payment card.

## **Accessing In-Patient Services**

- Any In-Patient planned treatment should be pre-authorized by contacting MediHelp Customer Care at least five days before your treatment.
- You can access <https://www.axaglobalhealthcare.com/find-MDH> to search the providers with whom direct billing is possible, subject to pre-authorization.
- If the hospital you choose is not on the list, contact us and we will do our best to see if we can arrange direct billing for 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.
- Your card will be sent by regular post to your correspondence address.
- 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 from 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 requests during working hours (Mo-Fr: 9.00<sup>AM</sup> – 5.30<sup>PM</sup>) please contact us [\(+40\) 311 097 046](tel:+40311097046) or [client@medihelp.ro](mailto:client@medihelp.ro)
- For emergencies, evacuation & repatriation requests outside of the above hours please contact us [\(+40\) 31 730 99 39](tel:+40317309939).

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