

Claims Made Easy



Your International Healthcare Plan Suisse

A seamless and integrated solution developed by Allianz and KPT.

kpt:

KVG (LAMal)

Obligatory cover in Switzerland

Provided, administrated and supported by KPT



VVG

Additional Health Insurance Cover

Provided by Allianz



Administration and claims handling outside Switzerland is provided by Allianz

Claims Handling

Treatment inside Switzerland: KPT is your contact

kpt:

If you need treatment in Switzerland, simply present your KPT card to your medical provider.



Direct settlement agreements are in place for most of the treatments with the KPT insurance card.

Your medical provider will contact KPT directly to process the payment.



If direct settlement is not possible, invoices can be submitted to KPT by post, the **KPT app*** or via the online portal.

Please note that any applicable franchise and deductible will be applied or a payment request will be made at the time when the claim is processed.

**KPT mobile app and portal are available in German, French and Italian only.*

Treatment outside Switzerland: Allianz is your contact



If you need treatment outside of Switzerland, please check your Table of Benefits first which confirms if you are covered for the treatment you are seeking.



The Allianz membership card provides access to treatments and a comprehensive international network of healthcare providers.



For outpatient and dental treatment: Please pay your invoice and claim back your eligible costs via our MyHealth app or online portal (www.allianzcare.com/en/myhealth.html). Simply enter a few key details, add your invoice(s) and press 'submit'.

You can find more information about how to set up the MyHealth App and use our MyHealth Digital Services in your Benefit Guide.

Some benefits available to you may be subject to pre-authorization: your Table of Benefit will specify when this process applies (full terms and conditions are available in your Benefit Guide).

Contact us

KPT (for information and assistance with treatments inside Switzerland):

 Telephone: + 41 (0)58 310 98 25
 Email: awc.member@kpt.ch
 Fax: + 41 (0)58 310 88 25
 Address: KPT/CPT, Team International 2, Postfach, CH-3001 Bern

Allianz (for information and assistance with treatments outside Switzerland, evacuations and repatriations):

 24/7 Helpline: + 353 1 630 1301
 Email: client.services@e.allianz.com
 Address: Allianz Care, 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland

The Underwriter of your VVG insurance is AWP P&C S.A., Saint-Ouen (Paris), Wallisellen branch (Switzerland), the Swiss Branch of AWP P&C S.A., Saint-Ouen, France, a limited company governed by the French Insurance Code. Registered in France: No. 519 490 080 RCS Paris. Swiss Branch registered in Zurich, registered No.: CHE-115.393.016, address: Richtiplatz 1, 8304 Wallisellen.

KPT Krankenkasse AG, Wankdorfallee 3, CH-3000 Bern 22, registered BAG Nr. 376. KPT provides administration services inside Switzerland.

AWP Health & Life SA, acting through its Irish Branch, is a limited company governed by the French Insurance Code. Registered in France: No. 401 154 679 RCS Bobigny. Irish Branch registered in the Irish Companies Registration Office, registered No.: 907619, address: 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland. AWP Health & Life SA, acts as the reinsurer of the VVG policies, provides administration services and technical support outside Switzerland.