



*A Guide to*

# **MEDICAL EVACUATION AND REPATRIATION**


**Allianz**  **Care**



## EXPERTLY ORGANISED AND COORDINATED EVACUATION AND REPATRIATION SERVICES

Allianz Care provides rapid response medical evacuation and repatriation services even from the most remote locations. Our multilingual in-house team is available 24 hours a day, 7 days a week and will be activated as soon as our Helpline staff is alerted.

At the first sign that an evacuation or repatriation may be required, please call our 24 hour Helpline on:

 + 353 1 630 1301

You can also call one of our toll-free-numbers available in our website:

 [www.allianzworldwidecare.com/toll-free-numbers](http://www.allianzworldwidecare.com/toll-free-numbers)

*Please note that in some instances the toll-free numbers are not accessible from a mobile phone. In this case, please dial the Helpline number listed above.*

# WE SAFEGUARD THE LIVES OF OUR MEMBERS WHEREVER THEY ARE IN THE WORLD



## **In-house 24/7 Evacuation Team - a single point of contact worldwide**

Our worldwide in-house Evacuation Team includes doctors, nurses and medical coordinators, who will meticulously plan, rapidly coordinate and manage all stages of the medical evacuation or repatriation.

Our highly skilled team of doctors are based around the world; locations include Ireland, Thailand, Brazil, Belgium, China, Libya and the United Arab Emirates.



## **Your safety is our priority**

Allianz Care delivers rapid response times, market leading service levels and high quality care to members.

We will safely evacuate the member to the nearest appropriate medical centre, or to their home country (where cover includes Medical Repatriation).



## **Market-leading cost containment methods**

Alternative providers may contact you to recommend their evacuation/repatriation services. Costs charged by these providers can be as much as 100% more than those charged by Allianz Care, and the evacuation/repatriation may not be carried out by an accredited provider. We are able to achieve significant savings through cost containment practices such as our Medical Escort Service (please see below); however, we never compromise on the quality of care delivered, response times, or service levels.

To avoid inflated charges and unnecessary delays in the evacuation/repatriation process, it is important that you contact our Helpline before speaking to any alternative providers. In the event that evacuation/repatriation services are not organised by us, we reserve the right to decline all costs incurred.



## **Support and reassurance**

Our Evacuation Team will provide regular updates to the member (or an appointed representative) and their HR contact (if applicable), at key stages throughout the evacuation process.



## **Medical Escort Service**

Our Medical Escort Service uses commercial flights to evacuate insured members who are medically stable. Members are accompanied at all times by a medical professional. While we continue to use our existing air ambulance partners to transport members who are in a medically critical condition, use of the Medical Escort Service, when appropriate, offers a more comfortable travel and delivers significant cost savings, ultimately helping us to maintain competitive premiums for our clients.



## **Care following bereavement**

In the unfortunate event that a member passes away while abroad, we will organise all stages of the repatriation, sourcing a local funeral home and the transportation of remains.

## EVACUATION AND REPATRIATION BENEFITS EXPLAINED

To confirm the evacuation/repatriation cover provided by a policy and the benefit limit that applies, please refer to the applicable Table of Benefits. Please be aware that cover is subject to our policy definitions, exclusions and limitations as detailed in the corresponding Benefit Guide. If you have any queries regarding cover, please contact our Helpline.

### Medical Evacuation

This benefit provides cover for transportation by air ambulance, commercial flight or vehicle to the nearest appropriate medical centre (which may or may not be located in the member's home country), if the necessary treatment for which the insured member is covered is not available locally, or if adequately screened blood is unavailable in the event of an emergency.

Where covered, and unless otherwise agreed, this benefit will appear under the 'Core Plan' in the Table of Benefits.

### Medical Repatriation

If the necessary treatment for which the insured member is covered is not available locally, the Medical Repatriation benefit will enable the member to return to their home country for treatment, rather than to the nearest appropriate medical centre. This only applies when the member's home country is located within their geographical area of cover.

Where covered, and unless otherwise agreed, this benefit will appear under the 'Repatriation Plan' in the Table of Benefits.

### Repatriation of Mortal Remains

In the event of death we will transport the insured member's mortal remains from the country where the mortal remains are located to the country of burial. Covered expenses include, but are not limited to: expenses for embalming, a container legally appropriate for transportation, shipping costs and the necessary government authorisations. Cremation costs will only be covered in the event that this is required for legal purposes.

Where covered, and unless otherwise agreed, the above benefit will appear in the Table of Benefits.





## EVACUATION/REPATRIATION: A STEP-BY-STEP GUIDE

For your convenience, we have broken down the evacuation/repatriation process into easy-to-follow steps and outlined the information requirements at each stage. Please note that all of the standard information detailed below **must** be provided before an evacuation/repatriation can be completed.

### STEP 01



#### Contact our 24/7 multilingual Helpline immediately

At the first indication that an evacuation or repatriation may be required, please contact our 24 hour Helpline.

Given the urgency of an evacuation/repatriation, we would advise that you call our Helpline. In addition, you can also contact us by email at: [medical.services@allianzworldwidecare.com](mailto:medical.services@allianzworldwidecare.com)

When emailing, please include 'Urgent – Evacuation/Repatriation' in the subject line.

Please refer to "EVACUATION/REPATRIATION CHECKLIST" section of this guide to confirm all information we require before an evacuation or repatriation can commence.

### STEP 02



#### Escalation to the Evacuation Team for assessment

The information provided to our Helpline Team in Step 1 is then escalated to our experienced Evacuation Team, which includes our in-house medical experts. They will quickly and efficiently assess each case, and when applicable, confirm the need for an evacuation/repatriation.

### STEP 03



#### Destination

The Evacuation Team will then establish the nearest appropriate medical centre, given the member's condition.

The member may be repatriated to their home country for treatment where the Repatriation benefit is included in cover, and where the home country is within the member's area of cover, provided that it is safe to transfer the member to the home country.

STEP  
04



#### Plan confirmation

The Evacuation Team will then identify, organise and manage the most suitable air and/or ground transport option(s). The Evacuation Plan will then be drawn up.

STEP  
05



#### Plan initiation

The evacuation/repatriation is initiated and the Evacuation Team monitors the progress of the member's transfer with the transport and/or service providers, by telephone and email.

STEP  
06



#### Plan completion

When the member is received into care at the selected destination, the Allianz Care team will confirm that the evacuation/repatriation is complete.

STEP  
07



#### Admission follow up and review

Once the member is admitted at the receiving hospital, our case managers, who are medical professionals, closely monitor the admission until the member is discharged.



#### Close monitoring and regular communication

The Evacuation Team closely monitors the progress of the evacuation/repatriation and provides regular and timely updates to the member, the hospital and doctors who will treat the member, and any appointed representative(s). Those involved will be contacted at various stages throughout the evacuation/repatriation process, including:

- When the request for evacuation/repatriation is received.
- During the evacuation/repatriation assessment process, where further information is required.
- When confirming the evacuation/repatriation plan.
- When we have received the flight/transfer details.
- Upon collection of the member from hospital.
- On arrival at the airport or starting point of the journey.
- Upon departure.
- Upon arrival at the selected destination.
- On admission to the destination hospital.
- Upon completion of the evacuation/repatriation.

## FREQUENTLY ASKED QUESTIONS

### Q. How does Allianz Care determine what is an “appropriate medical centre”?

A. Medical facilities that we consider to be appropriate medical centres meet and exceed the highest international healthcare standards. In addition to this, our Medical and Provider Services Teams conduct ad-hoc site visits to inspect and fully review the medical services, equipment and capability of these centres.

### Q. How does Allianz Care confirm that medically necessary treatment is “not available locally”?

A. We initially check our global medical provider database to establish and assess the local availability of medically necessary treatment. The results will indicate if there are healthcare facilities located in close proximity to the patient that could provide the required treatment, as well as the standard of healthcare delivered. Where medically necessary treatment is not at all available locally, or where healthcare standards are not in accordance with generally accepted Western medical practice we will proceed with evacuation/repatriation upon agreement between the treating doctor and our in-house doctor.

### Q. What documentation does a friend or family member require when accompanying a member on an evacuation/repatriation?

A. Subject to the appropriate benefit, any person accompanying the member must present a valid passport and meet the current visa requirements for the country that the member is being evacuated/repatriated to.

### Q. What should I do if the member’s passport cannot be located prior to an evacuation/repatriation?

A. If the member’s passport can not be located, please contact the employee’s local embassy (see [www.embassy-finder.com](http://www.embassy-finder.com)) and request a Temporary Travel Document (TTD). This temporary identification will allow the member to depart from the country which they are being evacuated from and return to their country of residence after treatment. Please note that the procedures and consular fees for obtaining this document and its validity period vary according to the member’s country of origin. Allianz Care is not liable for these expenses.

We recommend that HR departments keep a copy of employee valid passports on file as this may speed up the process in the event of an evacuation/repatriation.

### Q. What should I do if I do not have all of the mandatory information to hand?

A. In the event that you do not have all of the information we require to hand, please contact our Helpline. Please be aware that all mandatory information must be received before an evacuation can commence, and any delay in the provision of mandatory information will have an impact on the delivery of an evacuation/repatriation. However please do not wait until you have all required documentation to contact us.



## EVACUATION/REPATRIATION CHECKLIST

The following checklist details the information that must be provided to Allianz Care before an evacuation or repatriation can commence.

The member's first and last name

The member's date of birth

The member's insurance Policy Number. This can be found on the Membership Card. If this information is not available, our Helpline will be able to confirm the Policy Number)

Contact details for any other parties to be included in future communications/updates

The caller's name and contact details

Name and contact details (i.e. telephone number and email address) of the hospital where the member has been admitted

Name and contact details (i.e. telephone number and email address) of the treating doctor

Verbal confirmation of the member's current medical condition and the treatment they require (this is to be followed up by a full medical report)

If known, the proposed destination (including hospital)

Once the need for an evacuation/repatriation is confirmed, will also require the following:

A copy of a valid member's passport ( Please see the FAQ section in the event that the member's passport can not be located)

Details of the member's nationality and current visa requests/status for the country which they are being evacuated/repatriated to

(Please note that a visa for the country where treatment will take place is not necessary for air ambulance. However, visas are required for evacuation via commercial flights)

The contact details of the recommended hospital/doctor at the final destination (if known)

## Additional requirements

Our Medical Evacuation Team will source the following directly with the medical facility:

A full medical report including confirmation that the required treatment and/or adequately screened blood is not available locally



The required/estimated date for evacuation



Details of the type of evacuation required (i.e. commercial flight, air ambulance or ground transport)



A 'Fit to Travel' certificate confirming that the member is medically stable and fit to make the journey



## Repatriation of Mortal Remains

In the unfortunate event that a member passes away while abroad, please contact the Allianz Care Helpline as soon as possible with the following details:

The member's first and last name

The member's date of birth

The member's insurance Policy Number

The member's exact location and relevant contact details

The destination address as requested by family or company HR department (if applicable)

A death certificate

The caller's name and contact details, including their relationship to the member

The contact details for any other parties to be included in future communications



## TALK TO US, WE LOVE TO HELP!

Please submit all information required for the evacuation/repatriation to our Helpline Team on:

 English: + 353 1 630 1301  
German: + 353 1 630 1302  
French: + 353 1 630 1303  
Spanish: + 353 1 630 1304  
Italian: + 353 1 630 1305  
Portuguese: + 353 1 645 4040







 Fax: + 353 1 630 1306

 Email: [medical.services@allianzworldwidecare.com](mailto:medical.services@allianzworldwidecare.com)

If submitting information by email or fax please include 'Urgent Evacuation/Repatriation' in the subject line.

We would advise members to carry their Membership Cards with them at all times – this way they will have our Helpline number, as well as their policy details at their finger tips.

 [www.allianzworldwidecare.com](http://www.allianzworldwidecare.com)

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