Allianz Care International Healthcare Plans for Egypt

PRE-AUTHORIZATION FORM

Please complete this form in **BLOCK CAPITALS**.

Pre-authorization is not required in advance of **emergency treatment**. However either you, your doctor, one of your dependants, or a colleague must inform us about your admission to hospital **within 48 hours of the event**.

Our Helpline (**19154** or **+20224632306**) can take pre-authorization details over the telephone **if treatment is due to take place within 72 hours**. Please have as much information as possible to hand when calling, including the contact details of your doctor.

Section 1 must be fully completed by (or on behalf of) the patient

Section 2 must be fully completed by the doctor

Failure to complete this form in full will delay us in guaranteeing your treatment because we may have to contact you or the medical provider for further information.

The patient's policy must be in force at the time of treatment. Please note that guarantee of payment is subject to the terms and conditions of the insurance policy. It is also subject to our assessment of the relevant documentation we need in respect of this medical condition.

1 PATIENT DETAILS to be fully completed by (or on behalf of) the patient

Policy number

Mr.☐ Mrs.☐ Ms.☐ Miss☐ Other First name: (and middle name)

Surname

Date of birth D D / M M / Y Y Y Y

ID number

Contact person: please specify who we should contact regarding the progress of this Treatment Guarantee request

Name

Relationship to patient (e.g. self, spouse/partner, parent)

Telephone COUNTRY CODE AREA CODE

Mobile telephone COUNTRY CODE AREA CODE

Email

WE CARE ABOUT YOUR PERSONAL DATA PROTECTION

Our Data Protection Notice explains how we, Allianz Care, the administrators (data processors) acting on behalf of your insurer protect your privacy. This is an important notice which outlines how we will process your personal data. You should read it before submitting any personal data to us. To read our Data Protection Notice visit: **www.allianzcare.com/en/privacy**.

Alternatively, you can contact us on 19154 (when calling from inside Egypt) and on + 353 1 630 1301 (when calling from outside Egypt) to request a paper copy of our full Data Protection Notice. If you have any queries about how we use your personal data, you can always contact us by e-mail at: **AP.EU1DataPrivacyOfficer@allianz.com**.

I agree to waive any rights that I may have to medical secrecy/confidentiality in respect of my medical information and I authorise my medical practitioner, health professional or other relevant medical establishment to provide relevant medical information about me, if requested by Allianz Insurance Company – Egypt, its medical advisers or its appointed representatives, or to any third party expert(s) in case of disputes, subject to any legal restrictions which may apply.

If a minor was treated, a parent or guardian should sign and date this section.

Patient's signature _____ Date D D / M M / Y Y Y Y

WE NEED YOUR CONSENT

In line with the General Data Protection Regulation (GDPR), we need your consent to process your medical information and pay your medical expenses. If you haven't provided us with your consent, please access **https://my.allianzcare.com/myhealth/login**, login to MyHealth Digital Services and tick the required fields. Alternatively, you can download the Consent Form, available at **www.allianzcare.com/en/consent-form/**. A paper copy is available on request. Please note that every member on the policy over 18 needs to provide their own consent.

2 TREATMENT DETAILS to be fully completed by the Medical Provider

- If additional treatment is required, we must be notified.
- Please note that all invoices should be submitted within 60 days of patient discharge. However, where we have special arrangements with the medical provider, these arrangements will apply.

Condition

Description of the condition, signs and symptoms

Underlying cause (if known)

Date this condition was first diagnosed D D / M M / Y Y Y Y

Date of first attendance for this condition D D / M M / Y Y Y Y

On what date would the first onset of symptoms have been apparent to the patient? D D / M M / Y Y Y Y

Diagnosis (if unknown, please state provisional diagnosis)

ICD9/10 DSM-IV DRG

Please also provide the following details for maternity cases

Date pregnancy confirmed by doctor D D / M M / Y Y Y Y

Expected or actual date of delivery D D / M M / Y Y Y Y

Is birth of a single baby expected? Yes ☐ No ☐

If **No**, is the pregnancy a result of medically assisted reproduction? Yes ☐ No ☐

Delivery method

Treatment

Planned procedure/treatment

Planned admission date D D / M M / Y Y Y Y

For treatment in the USA/UK

CPT code(s) CCSD code(s)

Description

Costs

For treatment in Germany (DRG) please confirm Base Price (Basisfallpreis)

Estimated length of stay night(s) ☐ / day(s) ☐ (tick as appropriate)

Is a package price being offered? Yes ☐ No ☐ If **Yes**, please state the price offered incl. currency:

If **No**, please provide a breakdown of estimated costs:

Hospital charges	Doctor/anaesthetist fees	Total estimated costs incl. currency

Medical provider details

Hospital/facility name	
Address (including country)	
Email (mandatory)	
Telephone (incl. country and area codes)	
Fax (mandatory) (incl. country and area codes)	

	Referring doctor	Attending/admitting doctor
Name		
Email (mandatory)		
Telephone (incl. country and area codes)		
Fax (mandatory) (incl. country and area codes)		

Please sign, date and authenticate with an official stamp.

I confirm that all the details given in this form are, to the best of my knowledge, true, accurate and complete.

Official stamp of medical provider

Doctor's signature

Date D D / M M / Y Y Y Y

Please send this fully completed Pre-authorization Form at least five working days before treatment as per the below:

For treatment inside Egypt, send the completed form to us by:
Email to: cs.eg@nextcarehealth.com
Fax to: +20222908220
Post to: NEXtCARE Egypt, Plot 14B01, Building A1, CFC, Fifth Settlement, New Cairo, Egypt.

For treatment outside Egypt, send the completed form to us by:
Email to: medical.services@allianzworldwidecare.com
Fax to: + 353 1 653 1780
Post to: Medical Services Department, Allianz Care, 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland

We advise that you keep copies of all correspondence with us as we cannot be held responsible for correspondence that does not reach us for any reason that is outside of our reasonable control.

If you have any queries please contact our Helpline on: **19154** or **+20224632306**, or email: **cs.eg@nextcarehealth.com**