

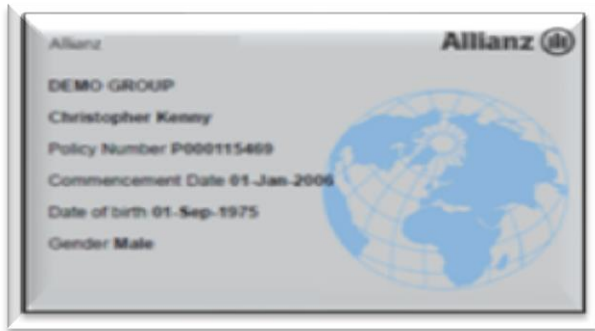


**VALIDATION &  
CONTACTS  
ALLIANZ  
PARTNERS - 2017**

**Allianz  Partners**



## How to recognize our members?



Allianz Partners Insurance  
Card



Document of Identification  
with photo

Always check the patient photo ID



## Validating policies/member and cover (phone/online)

Verification of Allianz Partners insured members policy and benefits can be made through our 24hr Helpline department or on our website.

To check validity of the policy and its benefits, the Service Provider should always ask the patient for photo ID and the Allianz Partners membership card recording the following data:

- Patient name and date of birth
- Policy number



### Over the Phone

When checking over the phone, our agents will need the information mentioned before.

What information our Helpline can provide:

- Validity of policy / member
- Coverage for treatments / procedures
- Police limits / co-payments / deductibles
- Status of you claim / batch



## Online

Login through the link below (select the language in the upper right corner of the page before accessing your account):

➤ <https://my.allianzworldwidecare.com/sol/login.do>



**Online Services login**

Welcome to Allianz Worldwide Care Online Services. Please enter your username and password to access your account. Note: All username/passwords are case sensitive.

Username\*

Password\*

**LOGIN**

Insured members, please use the buttons below to register or retrieve your login details. Please notify us of any changes to your email address to ensure effective communication.

**REGISTER** **RETRIEVE LOGIN DETAILS**

**Platform requirements:**  
Online Services is designed to work with most popular browsers. When viewing PDF documents we recommend Adobe Reader. If you experience problems with our Online Services, please try an [alternative browser](#) or contact our helpline.

**My preferred language:**  
English

To access your Online Services account, you must have a valid username and password.

**For registered members,** please enter the username and password issued to you in previous correspondence from Allianz Worldwide Care.

**If you are a first time user or have not received a username and password by Email/Post,** please register to access your login details by clicking the 'Register' button. Your login details will be sent to the email address we have recorded against your policy.

Use the **Username** and **Password** provided by Allianz Partners – Medical Provider Management Department.

If you have not received this information, please contact your direct regional manager/executive within the Medical Provider Management Department or by email [mednetwork@allianz.com](mailto:mednetwork@allianz.com).



Search | Policy details | Email us

Policy search

**New Features!**  
① [User Guide - Policy Search](#)

User type: Third Party Provider | User name: MGoncalves

**Policy search**

Search by ?   [Advanced Search >>](#) ?

SEARCH CLEAR ALL CANCEL SEARCH VIEW POLICY

You can search by policy number (basic search) or do an advance search:

The advance search, gives more option:

- Surname
- Name
- Date of Birth

User type: Third Party Provider | User name: MGoncalves

**Policy search**

Search by ?

[Basic Search <<](#)

SEARCH CLEAR ALL CANCEL SEARCH VIEW POLICY

At least two characters / letters are needed on one or more fields.

Once the data is entered, use the “Search” button to proceed.

SEARCH CLEAR ALL CANCEL SEARCH VIEW POLICY






The following table lists all members of the policy as well as the date of birth and group to which they belong.

Search | Policy details | Email us

Policy search



User type: Third Party Provider | User name: MGoncalves

### Policy search

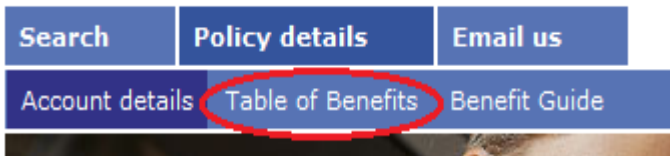
Search by ? Policy number ▼  
 489297  
[Advanced Search >>](#) ?

To view an insured member, please click on a row from the results below, then click **VIEW POLICY**

Status	Policy No <span>▲</span>	First Name	Surname	Date of Birth	Employee Id	Group Name/Type (ID)
In Force	P000489297	António	Sample	01/01/1973	1233-AB	(9779)Sample Group Standard Plans
In Force	P000489297	Mariana	Sample	02/02/1974	1233-AB	(9779)Sample Group Standard Plans
In Force	P000489297	João	Sample	03/03/1995	1233-AB	(9779)Sample Group Standard Plans

You can also check the policy status on this table. If the policy is **Out of Force**, do an advance search using the name / surname / date of birth of the patient as per Allianz Partners membership card to make sure there is no other policy under the patient's name. If the policy is **In Force** proceed as below.

Select the patient by clicking on its name and then click “view policy” to continue search. This button “view search” is only available after selection of patient.



Select Table of Benefits to visualize the coverage of the policy.

1. By default “View all” appears, but you can select which member benefits you are looking for by clicking on the arrow
2. Plan of insured member – you can check if the insured is covered for the procedure/treatment required
3. Remaining amount for the benefit / plan (where applicable); if not applicable will be blank
4. You can also select the insured member plan by clicking on the name here.

**Table of Benefits**

The following benefits apply to treatments received during the period below, please change the dates as required:

From Date: 01/01/2015 To Date: 31/12/2015

Insured person: View all 1.

**\*PLEASE NOTE:** Benefit Limit Remaining amounts reflect all claims that have been fully processed. Claims that are currently pending for the insured member are not included.

Treatment guarantee (pre-authorization) may be required for some benefits as indicated by a '1' or a '2' in the table(s) below. Please refer to [Notes section](#) for further details. All benefit and deductible amounts are per person per year, unless otherwise indicated.

Effective period:	From 01 January 2015 to 31 December 2015	
Insured person's name:	António Sample	
Region of Cover	Worldwide (excl. USA & Canada)	
	Benefit Limit	Remaining
<b>Employees</b>	Full Refund	
<b>Classic Core Plan 2.</b>	Maximum Plan Benefit € 1,125,000	€ 1,125,000.00 3.
Hospital accommodation - Private room	Full Refund	1
Intensive care	Full Refund	1

Go To: António Sample, Mariana Sample, João Sample 4., [New Features!](#)



## Helpline Department

Phone (24 hours / 7 days a week)

+353 1 630 1301 (English)

+353 1 630 1302 (German)

+353 1 630 1303 (French)

+353 1 630 1304 (Spanish)

+353 1 630 1305 (Italian)

+353 1 645 4040 (Portuguese)

Fax: +353 1 630 1306 (reply in 24 hours)

[client.services@allianzworldwidecare.com](mailto:client.services@allianzworldwidecare.com)

Clinic Claims Department (reply in 48 hours)

Fax: +353 1 630 1306 (reply in 48 hours)

[clinic.claims@allianzworldwidecare.com](mailto:clinic.claims@allianzworldwidecare.com)

Medical Services Department

Fax: +353 1 653 1780 (reply in 24 hours)

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

(reply up to 72 hours depending on urgency)

Medical Provider Management Department

Fax: +353 1 630 1306

[mednetwork@allianz.com](mailto:mednetwork@allianz.com)