

# Allianz Care – Service to NATO

Ms Marie Rousseau & Dr. Bojan Popadić

Capellen 14<sup>th</sup> October 2019

Allianz (II) Care





#### **Our focus**

As the international health and life experts of Allianz Partners, our focus is on addressing the health and wellbeing protection needs of clients worldwide, through straightforward, innovative solutions.



Corporate & Middle Market



IGOs, NGOs and government organisations



Individuals & Small Groups



Partnerships & Affinity Groups



Dedicated IGO team based in Allianz Care's IGO Hub in Brussels

27 nationalities, +35 languages



13 Helpline Officers



6 Medical Advisors



37 Claims Officers



Operations Manager



Client Relationship Manager



Provider Network Manager

NATO Health Insurance Administration – 2019 YTD stats





#### Helpline

10,047 calls

18,629 e-mails



2,469 GOPs 8.942 e-mails



157,450 processed claims containing 456,404 invoices

1,234 claims (0.8%) required correction

46% submitted through the app, 40% by e-mail



### **Policy Management**

24,577 lives

11,224 policies

Avg. of 2.2 members per policy







Easy and convenient, for your peace of mind.



Quality



Cost Management



Insight & Advice



Hospitalisation? Call our Helpline, provide us with few details and we'll take care of it

Outpatient treatments? Get the treatment, pay for it and submitt your claim.

Don't forget to submit a prescription with it.

Some treatments require prior approval. Don't forget to ask for one from our Medical team

You benefit from a primary (national) insurance?
Always submit your claim to them before submitting it to us with their reimbursement statement.



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covered? Check your NATO "What is Benefit the Guide. limit?" Check your NATO Renefit Still not uide. sure? Call our Helpline. We'd love to





Multiple automated and human controls depending on the type of case



Prevention is the primary objective

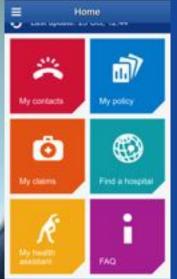


Controls are based on a combination of risk factors



Suspicious activities are investigated and we learn and adapt accordingly





#### My contacts

Access to our 24/7 multilingual Helpline

My policy

Access policy documents and Membership Card on the go.

Find a hospital

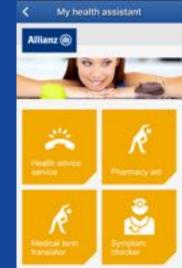
GPS directions to the nearest hospital.

Symptom checker

Quick and easy evaluation of symptoms

#### My claims

Submit a claim in few simple steps:





Looking forward...

**Procedures:** 

- Clarity, proactivity and efficiency
- "First Time Right"
- Continuously

Enhanced Member Experience:

- Improved MyHealth app and Online Services
- Rebranding of NATO Benefit Guide
- Membership satisfaction survey



## What NATO members say



"It is one of those moments in life in which we are bemused in our sentiments and at the same time we are enormously appreciative and are sincerely thankful to all the promptness, support and care we have received from you."

"Thank you so much for fantastic support in a situation which is very stressful for me and my wife. We are very grateful not having to fight on an administrative front, too. "



Telephone: +32 2 210 6600



Fax: +32 2 210 6506

unityhelpline@allianzworldwidecare

Allianz Care
1 Place du Samedi
1000 Brussels
BELGIUM