

Allianz Care – Service to NATO

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Capellen
14th October 2019

Who we are



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

Your NATO team

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



Medical Services

2,469 GOPs
8.942 e-mails



Claims

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

Allianz Care Service Proposition



Easy and convenient,
for your peace of
mind.



Quality



Cost Management



Insight & Advice

Few Tips For Smooth Service

So you can focus on more important things...



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

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

Outpatient treatments? Get the treatment, pay for it and submit your claim. Don't forget to submit a prescription with it.

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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"Is it covered?"

Check your NATO Benefit Guide.

"What is the limit?"

Check your NATO Benefit Guide.

Still not sure?

Call our Helpline. We'd love to help

Fraud prevention



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



MyHealth app



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:



Claim details

Country of treatment ¹

☐ Check this box if some or all treatments were as a result of an accident ¹

☐ Check this box if you hold another health insurance policy with a different insurer ¹

Payee ¹

Claim details

Payee ¹

Payment details ¹

Please select the payment method you may need before or create a new one. You can choose to receive payment by bank transfer or cheque.

Reimbursement currency ¹

Invoice 1 details

Please tell us a little about the treatment received

Patient name ¹

Reason for seeking Medical Treatment ¹

Treatment Provider ¹

Treatment Type ¹

Invoice 1 details

Invoice Currency ¹

Treatment Cost ¹

Invoice date ¹

Treatment date ¹

Using your mobile device, please take a photo of the invoice or supporting document. Please take multiple photos before if possible.

Invoice 1 details

then one page.

To ensure your photos are unobstructed, please:

1. Place the document on flat or otherwise good surface.
2. Position the document so it is well illuminated and evenly lit with no shadows.
3. Hold the device directly above the paper to take picture.
4. Ensure the document fits and is not visible in the image frame.

Looking forward...

Lean 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

Strategic Support:

- Further data analysis
- Permanent dialogue with NATO HQ and other stakeholders
- Ad hoc advice and consulting services to NATO



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. “

A hand holding a wooden sign that says "Come In WE'RE OPEN". The sign is weathered and has a chain attached to the top. The background is a blurred image of a person's face.

Talk to us, we love to help!

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