

# Allianz Premium

At Camunda, we are committed to providing our Camundi with competitive benefits that support their well-being. In addition to the statutory benefits, we have partnered with Remote to offer Enhanced Health Insurance in many locations (check this page on whether it applies to your country-[Remote.com Countries](#)).

DRI

Wesley Hattingh

This more robust insurance allows us to provide you with effective cover, available both internationally and locally. The plan available in many locations is the **Allianz Premium** plan.

In the page below, we will dive into the **details of the Premium Plan** so you are best enabled to make use of it:



## What the Plan Covers:

### Your plan covers a wide range of medical services including:

- In-patient and day-care treatment
- Out-patient treatment such as doctor visits, diagnostic tests, and prescription drugs
- Preventive services including health screenings and vaccinations
- Mental health treatment
- Alternative and complementary therapies like chiropractic and acupuncture
- Maternity and newborn care
- Emergency treatment outside your area of cover

Refer to your Table of Benefits in the section for your country for specific coverage details, limits and cost-shares, or ask Allianz directly using any number of methods detailed in "Getting Help" below

## How to Use Your Plan

### Choosing a Provider

You have the freedom to receive treatment from any licensed medical provider worldwide - you are not restricted to the Allianz network. Allianz can help you locate a provider, but it's not required that you see specific doctors or clinics. Allianz works most effectively under a reimbursement model, so you can access care, cover the costs and then be reimbursed. For high cost treatments see "Arranging treatment" below for payment arrangements between your healthcare provider and Allianz.

### MyHealth App:

#### The Allianz MyHealth app is a key tool to manage your plan:

- Find nearby medical providers
- Submit claims and check their status
- Access your policy documents and downloadable health card
- Contact Allianz via live chat- this is the recommended method of contact and will enable you to receive the quickest response!
- Symptom checker
- Pharmacy aid
- Medical term translator

Download the app from the App Store or Google Play.

## Arranging Treatment

For **out-patient** visits like doctor appointments, simply schedule your visit and pay the provider directly. You do not need to present your Allianz card.

For **in-patient** treatment and **high cost** services, contact Allianz for pre-approval. They can arrange direct payment with the provider.

## Submitting Claims for Reimbursement

After paying for out-patient services, submit your invoices and medical records via the MyHealth app or portal for reimbursement. Claims are processed within 48 hours.

## Getting Help

**For assistance, contact Allianz at:**

- 24/7 Helpline: +353 1 630 1301 (note this may incur chargers depending on your country)
- Email: [client.services@allianzworldwidecare.com](mailto:client.services@allianzworldwidecare.com)
- MyHealth app chat

Check the Allianz website for toll-free numbers and FAQs on using your plan. With this global coverage from Allianz, you can feel confident accessing the care you need, when and where you need it.

For detailed information on the above and more, refer to the [Allianz Employee Benefit Guide.pdf](#)