

Medical Insurance 2024-25

Frequently Asked Questions

Q. What is my Network with Allianz?

The network lists are uploaded to your country's GBIS pages.

Q Have there been any changes in the Table of Benefits?

There have been no changes to the current benefits.

Q. When can I expect my membership details to be activated on Allianz systems?

We are working closely with Aon and Allianz on processing the upcoming renewal and expect to have the plans activated before the 1st of December 2024. We also aim to have the welcome packs sent out to you in the last week of November 2024 which will include Allianz contact details + your digital medical card & your membership guide link.

Q. Will I be receiving a physical card for me and my dependents?

There will be no physical cards. The membership cards will be available via the Allianz **My Health** (Dubai & Qatar) and **Lumi** (KSA members) mobile applications. In the UAE (**Dubai**) members can also use their Emirates ID to access care by notifying the provider that they are insured with Allianz. Alternatively, you can also use your digital copy ID card.

Q. How do I seek approvals for ongoing Chronic Medication & and any Inpatient treatment appointments during this time when the renewal is being processed?

For any ongoing chronic medication requirement, you can directly reach out to Aon on the contacts below to seek manual approvals for ongoing continued medication & any In-patient treatment approvals.

- **Fahad Kondivkar** – Claims Assessor
- fahad.kondivkar@aon.ae

Q. How do I claim my medical expenses if my medical card is not activated?

Please note that you will have no disruption in coverage and will be covered on the new policy effective **1st December 2024** with **Allianz**.

In the event that delays occur in the activation of your plans, members can pay and claim for all Out-patient treatments/consultation/medication until such time that your plans are active on the system. Once your plans have been activated on the system and you can log in to your mobile applications, you will be able to raise your claims requests directly on the mobile application.

For all In-patient treatment or hospitalization requests, please contact Aon with the following information*. Once this information has been received Allianz will pre-authorize the treatment and will facilitate a **Guarantee of Payment**.

Information required*:

- *Name of patient*
- *Medical report*
- *Attending Doctor*
- *Date of IP admission*
- *Name of the medical provider (hospital)*

For any further queries please feel free to reach out to us or Aon and we will be happy to assist. Please find below the dedicated account managers from Aon who will service you during the transition and for any queries you may have on your medical policy.

Tumasp Vazifdar | Senior Account Executive

Tumasp.Vazifdar@aon.com

For any escalations, the following members of the team can be contacted –

Joshua Dsouza | Account Manager

Joshua.Dsouza@aon.ae

Kaizaad Kavarana | Portfolio Director

Kaizaad.kavarana@aon.ae