



Claim Form

Please complete both sides of this form in CAPITAL LETTERS. Email your completed form to oshcclaims@allianz-assistance.com.au with the below documents OR submit a claim via the OSHC Claims App, available via the App Store or Play Store:

- All receipts, invoices and documents relevant to your claim. Please keep a copy of ALL documents for your records.
- A copy of your passport and visa.
- Refer to the Section 6 - Required Documentation that you will need to provide to support your claim. As each claim is unique, further information may be requested by us.

Section 1 - Policy Holder Details:

Policy Number (must be provided):		
Title: Dr/Mr/Mrs/Miss/Ms	Family Name (surname):	
Given Name:	Other name/s:	
Date of Birth:	Gender: M/F/Prefer not to say	
Home address (Name and street number):		
Suburb:	State:	Postcode:
Mobile number:	Alternative number (optional):	
Email address:		
Nationality:	Passport Number:	
Do you have any other type of health insurance (in home country, Medicare etc.)? If YES, please provide the name of the insurer and your policy number.		

Section 2 - Details of expenses claimed:

Patients first name	Provider of service e.g. Dr Jones	Date you visited doctor?	Amount on invoice	Have you already paid for this service? Please circle answer
1.		__/__/__		Yes/No
2.		__/__/__		Yes/No
3.		__/__/__		Yes/No
4.		__/__/__		Yes/No
5.		__/__/__		Yes/No

- If you have not yet paid your invoice, the amount payable under your policy may be paid directly to the medical service provider. Please direct any enquiries from the provider to contact Allianz Global Assistance by calling 13 OSHC (13 6742).
- If you have a family policy (including dual family and multi-family policies from 1 January 2012) and are making a claim for a dependant covered by that policy, you must ensure your dependant's details are registered on your policy. You can do this in the 'Student' section of the website or call our Member Services on 13 OSHC (13 6742).

Section 3 - Payment to Australian Bank Account by Electronic Funds Transfer

Please provide bank account details to ensure prompt payment (only complete if you have already paid the account and have attached copies of tax invoices and receipts). If correct bank details are not provided, a cheque will be sent to your Australian postal address.
Name of financial institution:
Name of account holder:
BSB number:
Account number:

Allianz Global Assistance will endeavour to process your claims within 10 working days of receiving a completed claim form and copies of all required documentation.

Section 4 - This section must be completed for all claims

Are the expenses claimed for a medical assessment, x-ray or blood tests required for the renewal or issue of your student visa? Yes/No/Other

Are the expenses related to an accident? Please circle answer Yes/No

If yes, please complete the Accident Information Form, located on the website www.oshcallianzassistance.com.au

Section 5 - Required Documentation

On top of the documents we requested as outlined above, we may require some further information depending on your claim. Please see the documentation we may need below and if it applies to you, make sure you provide these documents. (✓ mark as provided)

Please note your claim may not be accepted without relevant documentation as outlined below.

- Completed OSHC claim form
- Medical certificate if available. If you sought treatment from a specialist or were treated at a hospital, medical documentation will be required. A Medical Certificate can be downloaded at www.oshcallianzassistance.com.au
- Clearance Certificate from your previous insurer if you have transferred your overseas student health cover to Allianz Global Assistance.
- If your claim is related to an injury please complete & submit an Accident Information Form which can be downloaded at www.oshcallianzassistance.com.au
- If your claim is related to an incident where you have been transported by an Ambulance, please complete & submit an Ambulance Claim Form which can be downloaded at www.oshcallianzassistance.com.au

To assess claims, Allianz Global Assistance may request the original documentation and any further documents within 90 days after claim submission for auditing purposes.

Section 6 - Declaration

I declare that all statements and particulars contained on this claim form are true and correct.

I authorise Allianz Global Assistance to contact the hospital, an insurer or insurance reference bureau, or provider of any service for further clarification of details relating to this or any other claims I have made.

Signature:

Date: __/__/____

Section 7 - Authorisation

If you wish to provide approval for someone else to speak or act on your behalf about this claim you must complete the following details (otherwise we will not be able to give any information about your claim to any other person).

I/we, authorise (Name)

Of (Address)

Mobile:

To act on my behalf in respect to this claim and to be provided with information relating to this claim.

Please return completed form and all required documentation to:

Allianz Global Assistance OSHC
OSHC Claims App, available via App Store or Play Store
Email: OSHCclaims@allianz-assistance.com.au Fax: +61 7 3305 7009
Post: Allianz Global Assistance, OSHC Claims, Locked Bag 3001 Toowong QLD 4066 Australia

Section 8 - Did you know?

Direct Billing Medical Providers

Allianz Global Assistance has an extensive network of medical providers around Australia – show your valid OSHC card and the medical provider will be able to receive payment for the service from Allianz Global Assistance. This means the invoice/account is sent directly to Allianz Global Assistance. You will only be required to pay if the medical provider charges a co-payment, which is an additional amount above the scheduled Medicare fee. Find your local Direct Billing Medical Providers online at www.oshcallianzassistance.com.au under the 'Find a doctor' section.

Online Services – www.oshcallianzassistance.com.au

Visit our website to:

- Submit online claims
- Renew your policy
- Order replacement membership cards
- View our helpful information video
- Read health and wellbeing information
- Find a Doctor

Download the My OSHC app

Download My OSHC Assistant from the App Store or Play Store and have easy access to:

- e-Membership card
- Your policy information
- Security PIN set up for your app
- Find a doctor near you
- Medical terms translator
- Make a claim feature and much more

24 Hour Emergency Helpline – 1800 814 781

Emergency access to medical advice, legal and interpreting services. Limited legal advice is also available during business hours.

Waiting Periods

Under both Standard Cover and Essentials Cover, the amount of time you have to wait before making a claim for a pre-existing condition (other than psychiatric pre-existing condition) is 12 months. For pre-existing psychiatric conditions, has a 12 month waiting period for standard policies and a nil waiting period for Essential policies.

The waiting periods start from:

- (i) The date you (or your dependant) arrived in Australia; **or**
- (ii) If you were already in Australia, the date your student visa was granted.

See your policy document for further details in relation to waiting periods.

Section 9 - Protection of your personal information

The personal information that you provide is collected for the purpose of issuing you with OSHC insurance, determining any claims you may make on this policy (including complying with regulatory requirements in relation to OSHC) and for ancillary purposes as set out in our Privacy Policy.

By providing your personal information, you agree and consent to our Privacy Policy which is available on request or view it on the web at <http://www.allianz-assistance.com.au/privacy-and-security/>.

For example, in the course of providing our services, assessing claims, and carrying out our business activities, your personal information (including personal information of others named on your Certificate of Insurance) can be disclosed to education providers, health fund providers, underwriters and insurers including Lysaght Peoplecare, marketing and service provider intermediaries, government departments including the Department of Immigration and Border Protection, medical practitioners, hospitals, and other medical service providers, claims assessors, investigators, our related and group companies including Allianz, and other international assistance and service providers with whom we engage. To provide our services, we may transfer your personal information overseas. You also agree to allow us to disclose details of your OSHC cover and other personal information received from any healthcare provider who provides you with treatment.

If you would like to gain access to or correct any of your personal information, please contact Allianz Global Assistance at personalinformation@allianz-assistance.com.au. If you do not agree with our Privacy Policy, you must inform us as we may not be able to provide our services to you including assessment of your claim.

Allianz Global Assistance Overseas Student Health Cover policies are authorised under a Deed entered into between Peoplecare Health Limited and the Australian Government through the Department of Health and Ageing. Allianz Global Assistance OSHC is managed by AGA Assistance Australia Pty Ltd ABN 52 097 227 177.

Peoplecare Health Limited ABN 95 087 648 753, a private health insurer under the Private Health Insurance Act 2007 (Cth) is the underwriter of Allianz Global Assistance OSHC policies.