

How to hand in Invoices

To make it easier for you to hand in your invoices we ask you to use this form. Please send us back the form filled in together with your receipts. You also find this form on our German homepage: www.hallesche.de > **Kundenservice > Ihre Arztrechnungen.**

Please consider the following for a smooth handling: Please always send us the **original invoices**. Please do not staple your receipts.

Deductible:

If you have agreed a premium reducing deductible, we ask you to send us the receipts only when the amount has been surpassed.

Refund of Premium:

Do you have a claim of a refund of your premium? Please consider this amount as well!

Example: Assuming that you have a claim of a refund of premiums of € 500 and your tariff has a deductible of € 300. Then you should send your invoices, if they surpass the amount of € 800. If these are less than € 800 you will profit from a refund of your premiums.

Medicaments:

Please take care that the prescriptions give proof of the pharmacy stating the date and stamp of the pharmacy.

Remedies and Aids:

Please hand us in the medical prescription together with the invoice.

Dentures:

Please send us your tentative treatment plan of your dentist – we shall inform you of the amount of your claim.

Civil Servants:

As per our experience the public allowance authorities accept invoice copies – without any remarks of reimbursement. We therefore ask you to send us the original invoice and the public allowance authority the copy. Thus you are sure to get a quick reimbursement of both institutions.

Invoice Check

If you (first) do not wish to get a reimbursement of your invoice – for example because you have not reached your deductible or because you wish to profit from the refund of the premium – we offer you an invoice check of your medical and dental receipts: our experts check your invoice for its correctness free of charge.

The invoice check functions like this: Please send us your invoice together with this form to HALLESCHE. Our specialists will then check, if your invoice is according to the requirements of the scale of charges and if it is calculationally correct. We shall inform you immediately of the result. Please read further information of the invoice check on our German homepage www.hallesche.de > **Kundenservice > Ihre Arztrechnungen.**

Service for Aids

In the frame of our health services we support you choosing and obtaining medical aids and care products. Our cooperation partners which are active throughout Germany offer you advantages in the price besides an extensive consultation.

Please contact directly your **service centre**. You will also find the contact data in the internet: www.hallesche.de > **Kontakt > Adressen & Hotlines.**

Health Portal

www.hallesche-gesundheitsportal.de

Our health portal offers you German up-to-date, well-founded and high quality information about diseases, symptoms, examination practices, lab values, medicaments, doctors, hospitals and emergency pharmacies. Another extra free of charge is the weekly newsletter for registered members. Thus you keep yourself updated in health and fitness matters.

Health Hotline

Telephone +49 (0)7 11/66 03-20 00

Daily 24 Hours

A team of doctors and medical experts is available for your questions concerning your health around the clock. Here you receive information and advice to the following topics:

- Addresses of medical service providers (e.g. doctors, hospitals)
- Individual health information, such as diabetes, overweight, high blood pressure
- Medicaments, for example in case of questions in the package insert

Service Telephone

Telephone 0 800/30 20 100

Mon-Fri 8 a.m. to 8 p.m. (free of charge).

From abroad: +49 (0)7 11/66 03-36 69

In case of questions concerning your insurance coverage our service telephone is there to support you. We are available Monday to Friday from 8 a.m. to 8 p.m. This team is responsible for

- Questions to your insurance benefits and statements
- Information of refunds of premiums and modifications
- Update of addresses, names or accounts
- Ordering health brochures

Please find further information to your contract and to our health offers in the internet on www.hallesche.de

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ALTE LEIPZIGER – HALLESCHE Konzern