

## **Your Health First**





### How to file a claim reimbursement

Claim forms can be downloaded on A+ website

Log on to 
www.aplusii.com

- Click on 
"Downloads" 
button

- Click on 
filled out online 
or by hand.

\*Tip : Allow Internet Explorer pop-up



## To file a claim reimbursement by e-mail

# Claim reimbursements of less than *EUR 500 / USD 675 / CHF 750* may be processed by e-mail

Please scan the completed claim form with signature and all supporting documents to our claims manager, Medical Administrators International (MAI), at aplus@medical-administrators.com

Reimbursements will be effected within
15 days in maximum by bank transfer.
(If by cheque, delays may occur due to postal issues.)

You may check the claim process and reimbursement on your personalized "My A+ Page"

Original invoices must be kept for 12 months.

Claim reimbursements of *EUR 500 / USD 675 / CHF 750 or more*must be processed exclusively by mail



## Claim reimbursements of EUR 500 / USD 675 / CHF 750 or more must be processed exclusively by mail

## **Processing by mail**

- Claim forms can be downloaded on "My A+ Page" and filled up online or by hand. Claim Forms
must be signed
and returned to
MAI together
with all supporting
documents.

## Keep copies of all your documents before sending them by mail.

You can check your claims reimbursement status as usual on "My A+ Page".

#### Asia contact:

#### Medical Administrators International Suite 1412-13, World Commerce Centre 11 Canton Road, Kowloon Hong Kong

#### **Europe contact:**

+852 3516 8181

#### Medical Administrators International 37 rue Anatole France 92300 Levallois-Perret, France +33 1 77 68 01 60



# What supporting documents are required?

Receipted bills for:

a. Medical and surgical fees

b. Prescription drugs

c. Hospitalizations

Medical prescriptions

All other documents justifying the expenses for which reimbursement is claimed.

All supporting documents should clearly show <u>the patient's name</u>, <u>treatment date</u>, <u>diagnosis</u> and <u>the prescribed medicines</u>.



# Thank you!