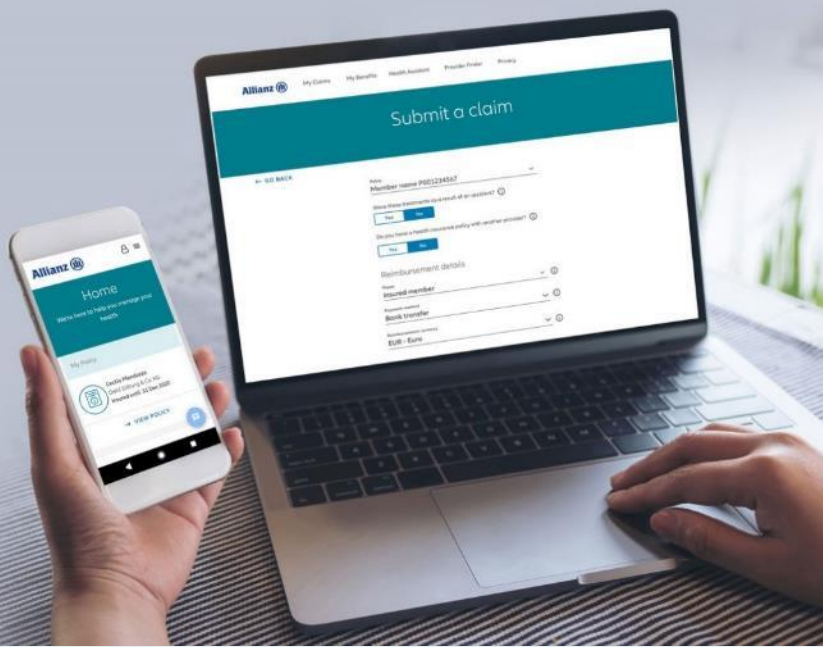


Your

welcome pack



Support services

We believe in providing you with the top quality service that you deserve. In the following pages we describe the full range of services we offer. Read on to discover what is available to you from our MyHealth Digital Services for the Employee Assistance Programme.

Talk to us, we love to help!
Our multilingual Helpline is available 24 hours a day, 7 days a week, to handle any questions about your policy or if you need assistance in an emergency.

Helpline
Phone: +353 1 430 1300
For our latest list of toll-free numbers, please visit:
www.allianzcare.com/employeesupport or see [members.html](#)
Email: client.service@allianzcare.com
Fax: +353 1 630 1306

Did you know...
...that most of our members find that their queries are handled quicker when they call us?

Sample Welcome Email

Subject: Your Allianz Global Corporate & Specialty SE Membership Pack P00XXXXXXX



Dear XXX,

We are pleased to confirm the cover and services available to you.

Your Benefit Guide explaining the terms and conditions of your membership, along with all your policy documents, is available to view and download from our MyHealth Online Services facility. Simply go to: <https://my.allianzcare.com/myhealth/> and access the "My Policy" area. Please review the Membership Certificate in terms of your personal details and selected plan(s) and let us know if any corrections are required.

MyHealth digital services are also available to submit your claims in a few simple steps, without filling in forms. For full details on our Allianz MyHealth digital services and all their useful features please visit: www.allianzcare.com/myhealth

We recommend that you review your policy documents carefully to familiarise yourself with the details of your cover and to make the most of the member services available to you.

Providing a quality service to our members is of the utmost importance to us. Please let us know if there is any aspect of our customer service that you are not entirely satisfied with.

If you have any questions or need any help, please email us at: client.services@allianzworldwidecare.com . Or you can call our Helpline: 1800 670 9766 (from inside Singapore) or + 353 1 630 1301 (from outside Singapore).

With kind regards,

Your policy number !

Register for MyHealth

Subject: Your Allianz Global Corporate & Specialty SE Membership Pack P00XXXXXX



Dear XXX,

We are pleased to confirm the cover and services available to you.

Your Benefit Guide explaining the terms and conditions of your membership, along with all your policy documents, is available to view and download from our MyHealth Online Services facility. Simply go to: <https://my.allianzcare.com/myhealth/> and access the "My Policy" area. Please review the Membership Certificate in terms of your personal details and selected plan(s) and let us know if any corrections are required.

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With kind regards,

The image shows the MyHealth login page. At the top, it says "MyHealth Digital Services for Members". Below this are two input fields: "Email (Username)" and "Password". To the right of the password field is a link that says "Forgot password?". Below the input fields is a blue button labeled "LOGIN". Below the button, there is a message: "If you haven't used our new Online Services before, please register to login. You'll need your policy number, please check previous emails from us to find it." Below this message is a blue button labeled "REGISTER HERE" with a red arrow pointing to it. At the bottom, there is a link for "Need assistance? (We're available 24/7)".

The image shows the registration form. At the top, it says "To register, please enter the following details". Below this are three input fields: "Policy number" (with the value "P000000000" entered), "Date of birth" (with a calendar icon and the format "DD/MM/YYYY"), and "FIRST three characters of your Surname". Below the "Policy number" field is a red error message box that says "Oops, something went wrong. Please check if your Policy number is entered correctly". At the bottom of the form is a blue button labeled "BEGIN SETUP".

1. Link to www.allianzcare.com/myhealth

2. Click on Register Here

3. Provide the details



MyHealth registration process for members

1. You will be asked to enter :

- your policy number (P00xxxxx)
- date of birth and
- the first 3 letters of your last name (XXX)

2. Next, the system will ask you to confirm the email address you wish to use as your username.

3. You will receive an email with a 6-digit security code valid for only 30 minutes.

4. After entering the 6-digit security code on the registration page, create your new password.

Please keep in mind that this password must contain:

- At least 8 characters
- Uppercase and lowercase letters
- At least 1 special character
- At least 1 number

Once the password is set, your registration is complete. The registered email address and password will be valid to access your account on our online portal and on the Allianz MyHealth app.

[Watch the video: Welcome to Allianz Care - YouTube](#)

MyHealth

digital services

BEST-IN-CLASS SERVICE

Allianz  Partners

MyHealth digital services for members



Manage account



Health & Wellness Hub



Policy information



Telehealth Hub



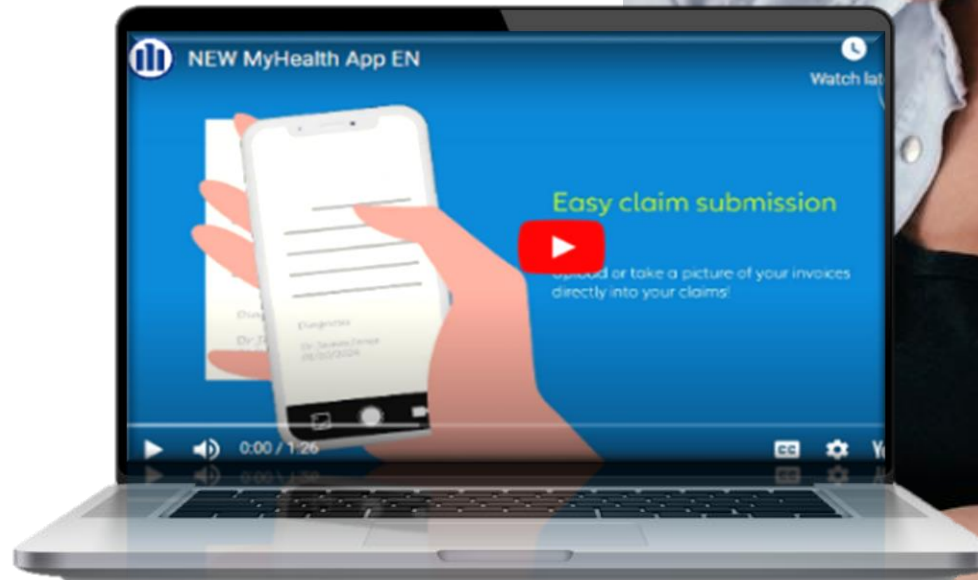
Easy claims submission



Provider finder



LiveChat



MyHealth app my.allianzcare.com

MyHealth

Hello, 



[My Claims](#)

[My Benefits](#)

[Privacy](#)

[Health Assistant](#)

[Provider finder](#)

Submit Claims and view progress

Explore your cover, its limits, amounts remaining


Digital tools and services to help you manage your Health and Wellness

Find hospitals, doctors or other health practitioners round the world contracted for direct settlements

Table of Benefits
Benefit Guide
Insurance Certificate
Membership Card


Home
We're here to help you manage your health


My Policy


 Your Name

Insured until: 31 Dec 2022

[→ VIEW POLICY](#)


My Claims
Submit a new claim or view your claims history


My Benefits
Find out what you're covered for and by how much


Health Assistant
Digital tools and services to help you manage your health and wellness

Getting treatment



Need treatment?

We understand that seeking treatment can be stressful.

Let us look after the administration so you can concentrate on getting better.

Call us on 1800 670 9766

GETTING TREATMENT

Emergency



Get the emergency treatment you need.



You, your physician or one of your dependents needs to call our Helpline **within 48hrs.**

Scheduled treatment



Check that the treatment you are seeking is covered : check your Table of Benefits or call our Helpline.



You may require approval for some treatments. This is needed so we can arrange to settle the bill directly with the medical provider where possible.

Download the pre-approval form at:
www.allianzcare.com/members

Cashless

Treatment
scheduled
within 72 hours?

Call us, we will take
the details over the
phone



Pre approval

Form to be completed and sent to us 5 days before treatment.

We may need to contact you or your medical provider if more information is required.



Guarantee of payment

We will issue a Guarantee of Payment to the medical provider authorising treatment



Hospital Admission

Get admitted into hospital to get the treatment you need.

Show your Digital membership card accessible in MyHealth app.



Direct Settlement

We arrange direct settlement of your bills with your medical provider

Pay and claim

We aim to process your claim within 5 days when all required information has been submitted.

The invoice must state clearly: your name, treatment date(s), medical condition treated and type of treatment, date you first experienced the symptoms cost



Treatment

Get the treatment you need and the invoice from your medical provider.



Payment

Pay the medical provider.



Claim submission

Submit your claim in 3 simple steps via MyHealth digital services.



Reimbursement

We'll settle your claim and pay your admissible cost.

Managing your health

Global telehealth services



Access to care needs to be convenient.

We're offering members worldwide the convenience of telehealth (teleconsultation or medical advice over the phone).

It's at a time and place that suits you, via the telehealth hub accessible within MyHealth.

*Depending on location and coverage. Where teleconsultation is not available, we provide medical advice over the phone.

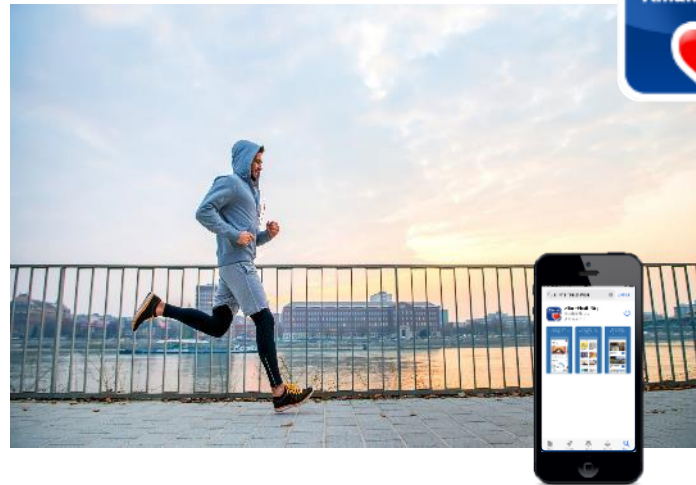


Your health and wellness



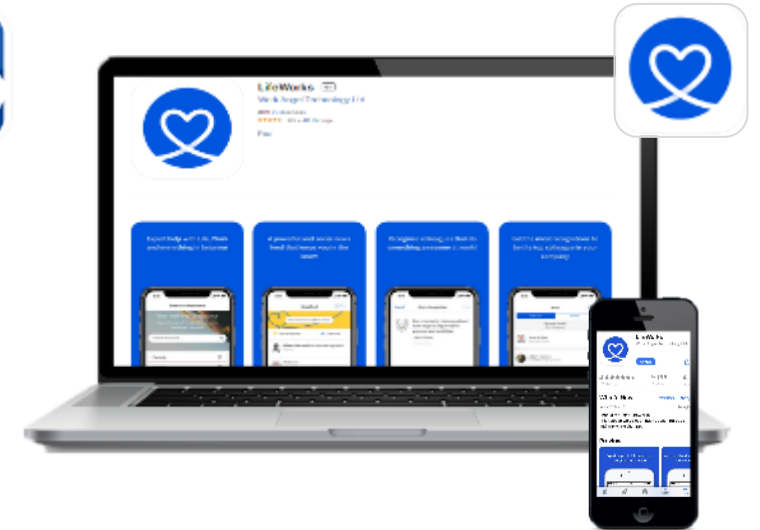
Health & Wellness Hub

All your health & wellness support from Allianz Care in one place.
Look for your Health Assistant within MyHealth digital services



Allianz HealthSteps

Adopt and maintain healthy habits with this digital health coach app
Download the app and log in with your professional email address



Lifeworks

Your employee assistance programme
Download LifeWorks app or log on to <https://awcsexpat.lifeworks.com/>
Username: AllianzCare & Password: Expatriate

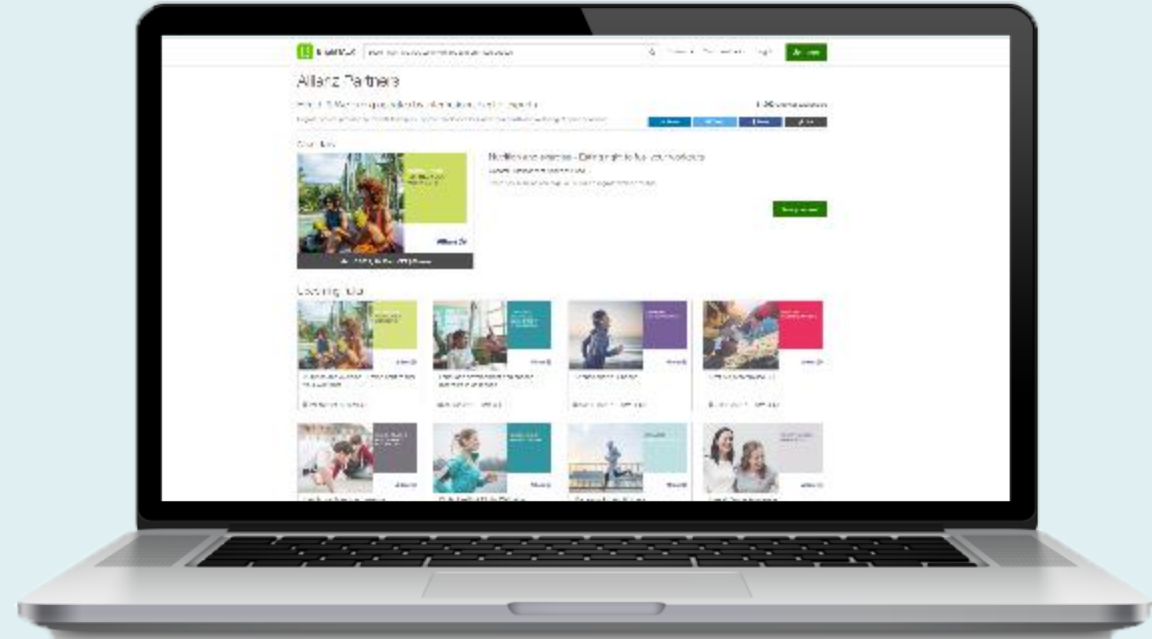
MANAGING YOUR HEALTH

Don't miss our monthly webinars

Allianz Partners' webinar channel on
BrightTalk:

www.brighttalk.com/channel/17144

Register now to all the upcoming talks for the
current calendar year.
You will get reminded to attend the live session
and receive the link with the recording to view
at your convenience.



2023 Wellness Webinars

Allianz 

IMMUNE BOOSTING YOGA

JANUARY



Allianz 

TAKING CONTROL OF YOUR INNER VOICE

FEBRUARY



Allianz 

MENOPAUSE AND WORKPLACE

MARCH



Allianz 

HAVING FEELINGS AT WORK

APRIL



Allianz 

FEELING GOOD IN YOUR BODY

MAY



Allianz 

TECHNIQUES TO REGAIN ENERGY AT WORK

JUNE



Allianz 

FOOD PLANNING 101

JULY



Allianz 

SELF CONFIDENCE

AUGUST



Allianz 

FIRST-AID MASTERCLASS

SEPTEMBER



Allianz 

LAUGHTER IS THE BEST MEDICINE

OCTOBER



Allianz 

MEN'S HEALTH

NOVEMBER



Allianz 

PLANNING FOR THE FUTURE

DECEMBER



ALLIANZ PARTNERS WELLNESS WEBINARS CHANNEL

Key takeaways and contacts

KEY TAKEAWAYS & CONTACTS

Your contacts

24/7 Helpline

Inside Singapore 1800 670 9766
Outside Singapore +60 (0)3 92127818
Email asia.helpline@allianz.com

Toll-free numbers

Got a question?

Check out the frequently asked question page or chat live with a customer agent.

Members FAQ



MyHealth digital services
my.allianzcare.com



Expatriate assistance programme
<https://awcsexpat.lifeworks.com/>



Digital health coaching app
Allianz HealthSteps

Thank you!

