

AU-PAIR-PLUS

Health insurance for foreign au pairs in Germany and Europe

Procedure in the event of a claim

In case of illness

visit general practitioner

Medical emergency

go to hospital
dial 112

present your **Ärzte-Info-Ticket** (medical info card)

in case of treatments requiring approval

ask for a medical costs projection and send it to DR-WALTER

outpatient

inpatient

hospital sends admission notification to DR-WALTER

Submit original invoice and completed claim form to DR-WALTER

or

settle directly with DR-WALTER

Attention: If the **Ärzte-Info-Ticket** is not accepted, you must first pay the invoice yourself.

Dental treatment

visit dentist

present your **Ärzte-Info-Ticket** (medical info card)

If costs exceed €250, request a medical costs projection for further treatment.

Submit original invoice and completed claim form to DR-WALTER

or

settle directly with DR-WALTER

Attention: If the **Ärzte-Info-Ticket** is not accepted, you must first pay the invoice yourself.

Tips:

- Provide your insurance number and bank account details for reimbursement.
- Sign waiver of physician-patient privilege directly for faster processing.
- If you have any questions, please do not hesitate to contact us: +49 2247 9194-31.