Treatment Guarantee Form

Please complete this form in **BLOCK CAPITALS.** You can also complete this form online at: **www.starrinsurance.com.ph/health** under 'Member resources'.

Treatment Guarantee is not required in advance of **emergency treatment**. However either you, your physician, one of your dependants, or a colleague must inform us about your admission to hospital **within 48 hours of the event.**

Our Helpline (+ 60 3 92127821) can take Treatment Guarantee details over the telephone **if treatment is due to take place within 72 hours.** Please have as much information as possible to hand when calling, including the contact details of your doctor.

Section 1 must be fully completed by (or on behalf of) the patient

Section 2 must be fully completed by the doctor

Failure to complete this form in full will delay us in guaranteeing your treatment because we may have to contact you or the medical provider for further information.

The patient's policy must be in force at the time of treatment. Please note that guarantee of payment is subject to the terms and conditions of your insurance plan. It is also subject to our assessment of all the relevant documentation we need in respect of this medical condition.

1 Patient details to be fully completed by (or on behalf of) the patient.

Policy number

Mr. ☐ Mrs. ☐ Ms. ☐ Miss ☐ Other

First name

Surname

Date of birth D D / M M / Y Y Y Y

Contact person: please specify who we should contact regarding the progress of this Treatment Guarantee request

Name

Relationship to patient (e.g. self, spouse/partner, parent)

Telephone COUNTRY CODE AREA CODE

Mobile telephone COUNTRY CODE NETWORK CODE

Email

We care about your personal data protection

Our Data Protection Notice explains how we protect your privacy and process your personal data. You must read it before sending us any personal data. To read our Data Protection Notice, visit: **https://www.starrcompanies.com/Privacy-Policy.**

Alternatively, you can contact us on **+ 60 3 92127821** to request a paper copy of our full Data Protection Notice. If you have any queries about how we use your personal data, you can always contact us by email at: **dpo.ph@starrcompanies.com**

I agree to waive any rights that I may have to medical secrecy/confidentiality in respect of my medical information and I authorise my medical practitioner, health professional or other relevant medical establishment to provide relevant medical information about me, if requested by the insurer, its medical advisers or its appointed representatives, or to any third party expert(s) in case of disputes, subject to any legal restrictions which may apply.

If a minor was treated, a parent or guardian should sign and date this section.

Patient's signature

Date D D / M M / Y Y Y Y

We need your consent

In line with the General Data Protection Regulation (GDPR), we need your consent to process your medical information and pay your medical expenses. If you haven't provided us with your consent, please access **www.starrinsurance.com.ph/health**, login and tick the required fields. Alternatively, you can download the Consent Form from **www.allianzcare.com/en/consent-form.** A paper copy is available on request. Please note that every member on the policy over 18 must provide their own consent.

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2 Treatment details to be fully completed by the medical provider.

- If additional treatment is required, the insurer must be notified.
- Please note that all invoices should be submitted within 60 days of patient discharge. However, where we have agreed special arrangements with the medical provider, these arrangements will apply.

Condition

Description of the condition, signs and symptoms

Underlying cause (if known)

Date this condition was first diagnosed D D / M M / Y Y Y Y

Date of first attendance for this condition D D / M M / Y Y Y Y

On what date would the first onset of symptoms have been apparent to the patient? D D / M M / Y Y Y Y

Diagnosis (if unknown, please state provisional diagnosis)

ICD9/10 DSM-IV DRG

Please also provide the following details for maternity cases

Date pregnancy confirmed by doctor D D / M M / Y Y Y Y

Expected or actual date of delivery D D / M M / Y Y Y Y

Is birth of a single baby expected? Yes ☐ No ☐

If No, is the pregnancy a result of medically assisted reproduction? Yes ☐ No ☐

Delivery method

Treatment

Planned procedure/treatment

Planned admission date D D / M M / Y Y Y Y

For treatment in the USA/UK

CPT code(s) CCSD code(s)

Description

Costs

For treatment in Germany (DRG) please confirm Base Price (Basisfallpreis)

Estimated length of stay night(s) ☐ /day(s) ☐ (tick as appropriate)

Is a package price being offered? Yes ☐ No ☐

If Yes, please state price offered incl. currency

If No, please provide a breakdown of estimated costs:

Hospital charges | Doctor/anaesthetist fees | Total estimated costs incl. currency:

Medical provider details

Hospital/facility name

Address (including country)

Email (mandatory)

Telephone (incl. country and area codes)

Fax (mandatory, incl. country and area codes)

	Referring doctor	Attending/admitting doctor
Name		
Email (mandatory)		
Telephone (incl. country and area codes)		
Fax (incl. country and area codes)		

Please sign, date and authenticate with an official stamp.

I confirm that all the details given in this form are, to the best of my knowledge, true, accurate and complete.

Official stamp of medical provider

Doctor's signature

Date D D / M M / Y Y Y Y

Please send this fully completed Treatment Guarantee Form at least five working days before treatment by one of the following:

Email to: Asia.medical@starrcompanies.com

Fax to: + 353 1 653 1780

Post to: Medical Services Department, Allianz Care, 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland

We advise that you keep copies of all correspondence with us as we cannot be held responsible for correspondence that does not reach us for any reason that is outside of our reasonable control.

If you have any queries please contact us:

Helpline : **+ 60 3 92127821** or email: **Asia.helpline@starrcompanies.com**

For our latest list of toll-free numbers, please visit: **www.starrinsurance.com.ph/health/tollfree**