



Claim and Service Guideline


Follow the process

 Do you feel sick? Do you have any symptoms?

 Do you need a doctor?

1 You can access our [Telemedicine portal](#) or a doctor of your choice

2 If you don't know any doctors in the area ••• Search information on [Medihoo](#)

 Receive a bill and submit it to FGH via Portal



Did you receive medical care?
[Submit your reimbursement request](#)

How is my claim treated?



Your invoice will be processed → ± 5 working days.



You will receive a message in [your portal](#) following the process.



The reimbursement period depends on the bank and country
(It may take 10 working days).



Emergency

(+352) 437 43 42 42

*Please note: You are always entitled to a diagnosis from a doctor, and in accordance with the Terms and Conditions we need this information to be able to process your case.



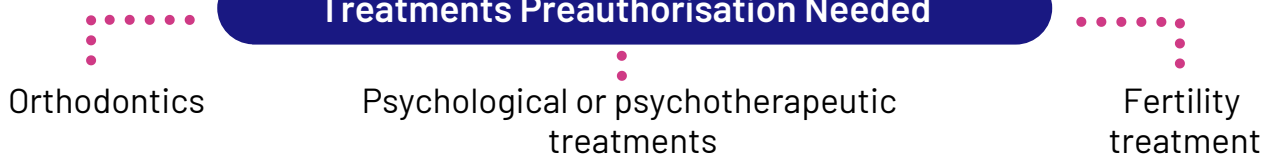
What information do we need?

Treatment under 2000€

- Name of the provider and their function
- Information details (name of the patient, date of birth, contract reference, etc...)
- Medical diagnosis
- A detailed invoice with the medical services and treatment information (stamp and signature of the provider)

To determine whether the claim is payable under the Terms and Conditions of your contract, we may ask for further information regarding the history of certain medical conditions.

Treatments Preauthorisation Needed



Treatment over 2000€

If you contact us in advance, we are able to offer you the possibility to cover the direct cost with the provider (This also applies to in-patient stays).

To be able to make such an arrangement, we need a detailed report of the treatment and the findings:

- Medical diagnosis
- Date of the treatment
- Contact details of the medical provider (address and email)

As part of the Welcome Package documents, our claim form will be included. This will provide you with an easier and quicker reimbursement process.

