



## UPUTSTVO ZA OSIGURANIKA KADA SE NALAZI U INOSTRANSTVU INSTRUCTIONS FOR THE INSURED WHEN ABROAD

### Kada vam je potrebna medicinska pomoć:

1. ODMAH POZOVITE dežurni centar Europ Assistance.
2. Pripremite i dajte osnovne lične podatke (ime i prezime, broj potvrde).
3. Dajte broj telefona i kontakt adresu u inostranstvu.
4. Lekar koji vas je primio omogućite uvid u potvrdu.
5. Ukoliko od lekara dobijete formular izjave o okolnostima pod kojima je nastao osigurani slučaj, popunite ga.
6. Imejlom pošaljite potvrdu dežurnom centru s kojim ste prethodno kontaktirali.

Po pravilu, asistentska kompanija plaća troškove lečenja direktno zdravstvenoj ustanovi u mreži.

U sledećim slučajevima osiguravač ne vrši direktnu nadoknadu već troškove snosi sam osiguranik, dok se nadoknada plaćenih troškova u inostranstvu vrši nakon povratka osiguranika u zemlju u skladu sa Uslovima:

- Kada koristite zdravstvene usluge van mreže
- Kada se ne pridržavate uputstva asistentske kompanije
- U slučaju kupovine lekova na recept

Troškove koje platite u inostranstvu osiguravač će vam nadoknaditi nakon povratka u zemlju prebivališta u skladu sa Uslovima osiguranja.

Informacije o refundaciji troškova možete dobiti ako pozovete 011/222 0 555. Zahtev za refundaciju možete poslati na adresu: Generali Osiguranje Srbija a.d.o., Vladimira Popovića 8, 11070 Novi Beograd.

### UPUTSTVO ZA LEKARE I ZDRAVSTVENE USTANOVE U INOSTRANSTVU

Potvrda putnog osiguranja pokriva slučajeve medicinske pomoći u slučaju iznenadne bolesti ili nesrećnog slučaja, u skladu sa Uslovima za putno osiguranje.

Kada primite pacijenta koji je osiguranik po ovoj potvrdi, odmah pozovite dežurni centar asistentske kompanije Europ Assistance. Europ Assistance će izvršiti potpunu nadoknadu troškova zdravstvenoj ustanovi u skladu sa Uslovima, odnosno sa osiguranom sumom na potvrdi.

Ako slučaj ne prijavite u roku od 48 časova od trenutka prijema pacijenta, osiguravač ne garantuje da će troškovi lečenja biti nadoknađeni.

Da biste ostvarili pravo na plaćanje troškova lečenja, dežurnom centru asistentske kompanije morate poslati:

1. primerak potvrde koji ste dobili od osiguranika;
2. kopiju stranica pasoša na kojima je naveden identitet osiguranika, overen datum ulaska u vašu zemlju i overen datum izlaska iz Republike Srbije;
3. medicinski izveštaj sa jasnom dijagnozom i opisom pruženog tretmana i originale računa za pruženu uslugu koji glase na osiguranika;
4. formular izjave o okolnostima pod kojima je nastao osigurani slučaj.

Od sada možete da zakažete i online konsultaciju sa lekarom dok se nalazite na putovanju, jednostavnim pozivom broja telefona +381 11 41 44 104 i pritiskom odgovarajućeg tastera. Uslove za korišćenje online konsultacije preuzmite putem linka:

<https://www.europ-assistance.hu/terms-conditions-tlc>.

### When you need medical assistance, please do the following:

1. CALL Europ Assistance IMMEDIATELY.
2. Prepare and provide basic personal information (full name, Certificate number).
3. Provide your telephone number and contact address abroad.
4. Show the Certificate to the doctor who has admitted you.
5. Fill out the Statement of Facts Form if you get it from the doctor.
6. Email the Certificate to the emergency center you have contacted previously.

As a rule, the assistance company pays medical costs directly to the medical institution within the network where the insured was treated.

The insurer does not make a direct compensation, but instead the costs are paid by the insured, and the compensation of the costs paid abroad is made upon the insured's return to the country and after a refund request has been submitted to the insurer, in the following cases:

- when the insured uses the medical services outside the network
- when the insured fails to follow instructions given by the assistance company
- in case of purchase of prescription drugs.

The insurer will reimburse you the costs incurred abroad upon your return to the country of residence, in accordance with the Terms and Conditions.

For further information on the reimbursement of costs, please call 011/ 222 0 555. Please send your insurance claim to the following address: Generali Osiguranje Srbija a.d.o., Vladimira Popovića 8, 11070 Novi Beograd.

### INSTRUCTIONS FOR THE DOCTORS AND MEDICAL INSTITUTIONS ABROAD

The Travel Insurance Certificate covers medical assistance in case of sudden illness or accident in accordance with the Terms and Conditions for travel insurance.

When you admit a patient who holds this Certificate, please call Europ Assistance immediately. The cost of treatment provided by the medical institution will be paid in full by Europ Assistance.

If you do not report the event within 48 hours of the moment of admission, the insurer cannot guarantee that the medical expenses will be covered.

For the medical treatment to be paid, please send the following documentation to the Call Centre of the assistance company:

1. copy of the certificate provided by the insured;
2. copy of the passport page showing the insured's identity and the stamps with the dates of the insured's departure from the Republic of Serbia and entry into your country;
3. medical report with a clear diagnosis and description of the treatment, and original receipts for the services provided, made out to the insured;
4. Statement of Facts Form filled in by the insured.

Now you can make an online consultation appointment with a doctor while on a trip, simply by calling the following number +381 11 41 44 104 and pressing the right key. You can download the online consultation terms and conditions at the following link:

<https://www.europ-assistance.hu/terms-conditions-tlc>.

### Dežurni centar Europ Assistance / Europ Assistance Call Centre

Tel: +381 11 41 44 104

Mob: +381 64 82 82 020

E-mail: [operationsr@europ-assistance.hu](mailto:operationsr@europ-assistance.hu)