

## How will you receive your insurance payouts?

Send us your invoices in a way that's most convenient for you:

- By post to: UNIQA Business Center 607, 1000 Vienna
- By email to: info@uniqa.at
- Via our myUNIQA App

### 3 important steps for those covered by social security insurance

1. Make a copy of invoices for doctors' fees, laboratory tests, physiotherapists etc, scan them or, alternatively, take a photograph of them.
2. Send the original invoice with the request for cost reimbursement to the social security office. You can also submit your invoice to the social security office online.
3. Forward the response you receive from the social security office regarding the reimbursement to UNIQA by post, email or via the app, together with a copy of the invoice.

**Tip**

Our UNIQA app allows you to take photographs and upload all documents quickly and easily.

**Important:**

- Make sure you submit your invoice to the social security office first so that you are reimbursed up to 100% of the cost.

### Bear in mind the legal regulation against unjustified enrichment.

- All together, the cost reimbursed to you by the social security office and private health insurance may not exceed 100%.
- If you submit invoices to UNIQA first and receive payment, you are no longer able to send them to the social security office. You must keep the original invoices for at least one year and submit them if necessary.

### General information

#### Your policy number

Please state your policy number every time you contact us (letters, emails, telephone).

#### Which account will the funds be transferred to?

We will transfer funds to the account which your premiums are collected from. If you would prefer us to transfer them to a different account, then please inform us of the IBAN and BIC numbers without fail.

### Please pay attention to quality when doing your invoices.

- Please ensure that invoices submitted via the app or by email are fully represented and are photographed or scanned in high resolution.
- Please ensure that handwritten notes on invoices are legible.
- Markings on invoices may make them illegible. Thermal printing invoices (e.g. from pharmacies) fade quickly. Please send these in to us as soon as possible.

**Important:**

If there are items for several insured persons on one invoice, please write us the respective name next to it.

You help us assigning the service to the right person.

**Tip**

Please avoid accumulating receipts. Send your documents as soon as they are complete. This will enable your costs to be reimbursed more quickly and prevent a barring by lapse of time after 3 years.

## What needs to be considered when submitting chemists' bills?

The following information must be cited:

- First and last name, date of birth of the patient
- Medical prescriptions with diagnosis
- It is not sufficient to send us an annual breakdown of your chemists' costs; we require individual invoices.

As stipulated in the conditions of insurance, we will not reimburse the costs of: Dietary supplements, vitamin products, geriatric remedies, contraceptives and cosmetic products.

## What do bills for imaging diagnostics (e.g. MRI, CT) need to include?

- First and last name of the patient
- Social security number
- Treatment period
- Medical prescriptions with diagnosis

## What should be considered regarding visual aids?

The following information must be cited:

- First and last name of the patient
- Measurement of dioptres on the optician's bill

When first purchasing a visual aid, please enclose the medical prescription and the measurement of dioptres without fail.

## What do doctors' bills need to include?

- First and last name of the patient
- Social security number
- Date of the individual treatment
- Medical diagnosis
- Precise information about the medical services (e.g. ECG, vaccination etc.)

## What do physiotherapists' bills need to include?

- First and last name of the patient
- Social security number
- Date of the individual treatment
- Medical prescriptions with diagnosis

As stipulated in the conditions of insurance, we will not reimburse the costs of: Wellness massages, e.g. in spa hotels.

## Already using the myUNIQA app?

Then you are able to carry out the following tasks quickly and efficiently:

- Submit your private physician and medical invoices
- Register household and vehicle damage claims
- Gain access to your insurance documents at any

Download the app and try it out for yourself.