

ALLIANZ | OSHC GUIDELINE

ALLIANZ

ANNALINK*
OSHC-STUDENTS

Allianz  **Care**

OSHC GUIDELINE

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 19/20-22 Anglo Rd, Campsie, NSW2194

FEELING SICK? HERE'S WHAT TO DO

Your health and safety matter while studying in Australia. If you need medical help, it's important to know where to go:

- **Hospital (Emergency):** For life-threatening situations such as *severe injuries, chest pain, allergic reactions, or uncontrolled bleeding*. **Call 000** or **go to the nearest public hospital**.
- **Urgent Care clinic:** For conditions that need quick attention but are not life-threatening, such as *minor infections, sprains, cuts, or stomach issues*. Allianz OSHC members can access Urgent Care clinics across Australia.
- **General Practitioner (GP):** For most everyday health concerns, including *cold and flu, prescriptions, mental health, or referrals to specialists*.

Allianz OSHC has a wide network of direct-billing providers, so in many cases you won't need to pay upfront. Always bring your OSHC card and ID **when visiting a doctor or clinic**.

- For services and information, visit: <https://www.allianzcare.com.au/en.html>
- 24/7 Assistance helpline: **1800 814781**
- Phone in Australia: **136 742**
- Outside Australia: **+61 7 3305 8841**
- Email: oshc@allianz-assistance.com.au
- In a medical emergency: **Call 000** immediately
- Find your GP at: <https://ihfinddoctor.agaassistance.com.au>



FIND A DOCTOR IN 3 SIMPLE

1. GP VISIT

Finding GP online at: <https://ihfinddoctor.agassistance.com.au/>

Or **Allianz MyHealth App**

2. AT HOME

After-hours GP home visit – Bulk billed (Available from **4 P.M Weekdays, 10 A.M Saturdays**, and all day **Sundays & Public Holidays**)

- Book online and a doctor will call you back within 10 minutes
- Website: homedoctor.com.au
- Or download the app and register

3. BY PHONE: To access a doctor video or phone

Visit doctorsondemand.com.au → Click **Redeem a benefit** → Enter your membership number → Book your consultation or request a repeat prescription.

HOW TO ADJUST & EXTENSION

1. IF YOU ARRIVE IN AUSTRALIA BEFORE YOUR COURSE START DATE

Please provide:

- Certificate of Insurance
- Passport
- Date of entry

2. IF YOU DECIDE TO EXTEND YOUR STUDY

Please provide:

- Certificate of Insurance
- Passport
- Start and end dates of the new course

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HOW TO UPGRADE / DOWNGRADE

1. UPGRADE

- **Single** → Covers only the overseas student.
- **Couple Policy** → Covers the overseas student plus one adult spouse or de facto partner.
- **Single Parent** → Covers the overseas student plus one or more children under 18 years old.
- **Family Policy** → Covers your spouse or de facto partner and one or more children under 18 years old.

Note: Other family members are not covered, such as parents, grandparents, brothers, sisters, uncles, or aunts.

2. DOWNGRADE

- **Couple /Single Parent /Family → Single:** When all dependents leave Australia or get another subclass visa.
- **Family → Single Parent:** When spouse or de facto partner leaves Australia or gets another subclass visa.
- **Family → Couple:** When all children leave Australia, get another subclass visa, or turn 18.

*HOW? Providing your **current certificate of insurance, passports**, and the return airport e-ticket of your dependents, or student visa, or new certificate of insurance of children who are **over the age of 18 years old**.*

HOW TO CLAIM

If you don't visit a doctor within **Allianz's** direct billing network, you will need to pay the bill first and then make a claim to **Allianz** for reimbursement. There are **4 ways** to submit your claim. For more details, please call **1800 651 349** or email oshcclaims@allianzcare.com.au.

1. DIRECT BILLING

Finding a doctor GP online at <https://ihfinddoctor.agaassistance.com.au/>

To select a doctor or medical provider that specifies they can direct bill

2. CLAIM VIA ALLIANZ MYHEALTH APP

Download the app or login to the portal (If you have not done so already).

Register for an account. Be sure to have your policy number ready. Select **Submit claim**.

Upload photos of your invoices and receipts.

3. CLAIMING ONLINE

To submit your claim, please choose one of the following methods:

- **Online:** Log in to my.allianzcare.com/myhealth/2 and fill out the claim form.
- **Email:** Scan your receipts and send them to oshcclaims@allianzcare.com.au.

Please include your claim reference and policy number in the email subject line.

4. CLAIMING BY POST

- Download the **Claim form** [In here](#)
- Complete the form + a copy of your visa or any relevant invoices or receipts
- Post your receipts and any required attachments to us:

Allianz Global Assistance OSHC Locked Bag 3001, Toowong QLD 4066

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HOW TO REFUND

You can apply in writing for a pro-rata refund of premium for the unexpired portion of your policy if

1. YOU PAID YOUR PREMIUM BUT DID NOT COME TO AUSTRALIA

Required documents:

- Certificate of Insurance
- Passport
- Evidence of not coming to Australia (e.g. cancellation letter from your institution, withdrawal letter from the Embassy, etc.)

2. YOU PURCHASED COVER FOR AN EXTENDED STAY, BUT THE DEPARTMENT OF IMMIGRATION DID NOT APPROVE YOUR VISA EXTENSION

Required documents:

- Certificate of Insurance
- Passport
- Refusal letter confirming that your visa extension was not granted

3. YOU WERE OBLIGED TO CEASE STUDIES AND LEAVE AUSTRALIA BEFORE THE END OF YOUR APPROVED STAY DUE TO REASONS BEYOND YOUR CONTROL

Required documents:

- Certificate of Insurance
- Passport
- One-way ticket from Australia to your home country

4. YOU HAVE BEEN GRANTED PERMANENT RESIDENCE IN AUSTRALIA

Required documents:

- Certificate of Insurance
- Passport
- Certificate of Insurance (Medicare) as an Australian permanent resident/citizen

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5. YOU WERE NOT A RESIDENT IN AUSTRALIA FOR A CONTINUOUS PERIOD OF 3 MONTHS OR MORE, WHILE HOLDING A VALID STUDENT VISA

Required documents:

- Certificate of Insurance
- Passport
- Return air tickets (showing departure from and re-entry to Australia)

6. YOU CAN PROVIDE PROOF OF OSHC ISSUED BY ANOTHER ORGANIZATION COVERING THE SAME PERIOD

Required documents:

- Certificate of Insurance
- Passport
- Certificate of Insurance from the other organization

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THANK YOU

CONTACT INFORMATION

For services and more information, please visit:

- **Website:** <https://oshcstudents.com.au>
- **Hotline :** +61 430 330 198
- **Email:** info@oshcstudents.com

One of our Member Service Specialists will be happy to help you choose the right cover to suit your needs and budget.