



Annalink OSHCstudents

19/20-22 Anglo Rd, Campsie, NSW 2194

+61 2 8123 0900

info@oshcstudents.com/ info@annalink.com



ALLIANZ OSHC GUIDELINE

FEELING SICK? HERE'S WHAT TO DO

In Australia, firstly you see a local doctor (or General Practitioner known as a GP). You only go to hospital in an emergency situation – that is, if you have a severe illness or injury that threaten your lives or limbs.

Making an appointment to collect the payment directly from medical providers of Medibank across Australia. You will be able to speak to a doctor or nurse who can give you advice about your symptoms. You also can find out where your nearest hospital

- For services and information visit <https://allianzassistance-health.com.au>
- 24/7 assistance helpline: Medical, legal and interpreting services in emergency situations: **1800 814 781**
- Phone in Australia: **13 6742**
- Outside Australia: **+61 7 3305 8841**
- Email: oshc@allianz-assistance.com.au



FIND A DOCTOR

Finding a doctor nearest you by 3 ways as below:

GP VISIT	AT HOME	BY PHONE
<p>Finding GP online at https://allianzassistance-health.com.au/en/find-doctor/</p> <p>Or</p> <p>My OSHC Assistant app</p>	<p>After hour GP home visit bulk billed (from 4pm weekdays, 10am Saturdays, all Sunday & Public holidays)</p> <p>Book online & Doctors will call you back within 10 minutes.</p> <p>Book online: homedoctor.com.au</p> <p>Download the app and register</p>	<p>To access a doctor video or phone:</p> <ul style="list-style-type: none"> Visit doctorsondemand.com.au Click "Redeem a benefit" Enter your membership number Book in your consultation or request a repeat prescription



HOW TO EXTEND/UPGRADE/BUY EXTRA COVER /SWITCH OSHC TO OVHC

➤ RENEW & HOW TO RENEW

- If you arrive to Australia before your start date of course. Providing certificate of insurance + passport + the entrance day.
- If you decide to extend your study. Providing your certificate of insurance + passport + the start & end date of new course.



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➤ **UPGRADE:** If you add your dependents to your single OSHC

- Singles – covering only the overseas student
- Couple policy: covering the overseas student + One adult spouse or de facto partner
- Single parent: covering the overseas student + one or more children under the age of 18 years old
- Family policy: Your spouse or de facto partner and one or more children under the age of 18 years old

We don't cover other members of your family such as a parent, grandparent, brother, sister, uncle or aunt

➤ **DOWNGRADE**

- Couple/single parent/family => single:
If your all dependents departure Australia or apply another subclass visa.
- Family => single parent:
If spouse or de facto partner departure Australia or applies another subclass visa.
- Family => couple:
If your all children departure Australia or apply another subclass visa or over the age of 18. They will buy premium under the subclass visa that they will own or apply.

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

➤ **BUY EXTRA COVER**

Standard OSHC policy excludes benefits for the following health services, you need buy OSHC Extras:

- Basic Dental items
- Optical
- Physiotherapy
- Chiropractic
- Osteopathic

HOW? Providing your current certificate of insurance + passport + the period of extra policy.

➤ **SWITCH OSHC TO OVHC:** When your student visa expire and apply your working visa

HOW? Providing your current effective certificate of insurance + passport + the start date of working visa.



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HOW TO CLAIM

If don't find a doctor to visit Allianz's direct billing network, you need pay your bill & make a claim to Allianz so we can reimburse your costs. There are 3 ways to do this and please call **1800 651 349** or email to oshcclaims@allianz-assistance.com.au for your further information

DIRECT BILLING	CLAIMING ONLINE	CLAIMING BY POST
<p>Finding a doctor GP online at https://allianzassistance-health.com.au/en/find-doctor/</p> <p>To select a doctor or medical provider that specifies they can direct bill.</p>	<p>Log into your account at https://allianzassistance-health.com.au/en/auth/ & submit the online claim form</p> <p>Or</p> <p>Scan your receipts and email them to oshcclaims@allianz-assistance.com.au with your claim reference in the subject line</p>	<p>Download the Claim form https://oshcstudents.com.au/wp-content/uploads/2016/01/Allianz-OSHC-claim-form.pdf</p> <p>Complete the form + a copy of your visa or any relevant invoices or receipts</p> <p>Post your receipts and any required attachments to us: Allianz Global Assistance OSHC Locked Bag 3001 Toowong QLD 4066</p>



HOW TO REFUND

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

- **you paid your premium and did not come to Australia**
=> *Providing the Certificate of Insurance + passport + evidences why you did not come to Australia (cancellation letter from institution, withdraw letter from Embassy...)*
- **you paid your premium on the basis of an extended stay but the extension of authorized stay was not granted by the Department of Immigration and Border Protection**
=> *Providing the Certificate of Insurance + passport + The refusal letter from if you were not obtain visa*
- **you are obliged to cease studies and leave Australia before the end of a period of approved stay for reasons beyond your control**
=> *Providing the Certificate of Insurance + passport + one way ticket from Australia to your country*
- **you have been granted permanent residence in Australia**
=> *Providing the Certificate of Insurance + passport + the Certificate of Insurance of Australia Citizen*



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- **you were not resident in Australia for a continuous period of 3 months or more but whilst holding a valid Student Visa**
Providing the Certificate of Insurance + passport + the return ticket (out/in Australia)
- **you can provide proof of OSHC provided by another organization which includes the period covered by the organization.**
Providing the Certificate of Insurance + passport + the Certificate of Insurance of another organization

Please note: Premium for the one or less used month won't be refunded



CONTACT US

For services and information visit <https://oshcstudents.com.au>

Please call Annalink OSHCstudents on **0451 299 866** in Australia, **+61 451 299 866** outside Australia

Email: info@oshcstudents.com

One of our member service specialists who help you choose the right cover to suit your needs and budget.