



## Dear Customer,

We are happy to welcome you amongst the clients of MediHelp International and Generali Insurance Ltd. We will briefly summarize the most important information for you below.

We would like to draw your attention to the fact that you are free to choose the services of any healthcare provider, even if it is not amongst our contracted partners.

### How to use your benefits:

#### ***In case of a planned appointment at a contracted healthcare provider with payment guarantee:***

If you would like to receive cashless medical services at a contracted facility, you have the opportunity to request a payment guarantee. In order to use this service, please contact us via e-mail ([office@medihelp.hu](mailto:office@medihelp.hu)) and inform us about the date, time and place of the appointment along with your symptoms or medical complaints indicating the onset. Please bear in mind when booking your appointment that **issuing the guarantee of payment takes at least 3 business days.**

#### ***Paying and claiming later in case of an emergency treatment or noncontracted provider:***

If you are receiving a treatment at a noncontracted healthcare provider or the visit is urgent and cannot wait 3 business days, we can reimburse you for the costs later. In order to do so, please send us the following scanned documents in pdf format to [office@medihelp.hu](mailto:office@medihelp.hu) the invoice of services **issued under your own name** (please make sure that pharmacy bills are issued on behalf of you too), the medical report (in case of laboratory and diagnostic tests, the results are also needed) and the completed claim form ([Claim Form 2026](#)) within 180 days after the appointment. Based on the Insurance Conditions and submitted documents, claims are considered by the Insurer's claim department. Please note, only English and Hungarian documents are accepted. In case the claim contains documents in a language other than the previously mentioned languages, you are responsible for a translation.

#### ***Pre- authorization of a medical service:***

Please be informed that for **any medical cost that exceeds the limit of 162 500 HUF**, the pre- authorization of the Insurer is always necessary, regardless of whether it is a contracted partner or a noncontracted provider.

To request a pre-authorization, the following information is needed to be sent to [office@medihelp.hu](mailto:office@medihelp.hu) the date and time of the service, the name of the provider, a price calculation, the CPT code of the procedure (needs to be requested from the medical facility), and all the medical documents related. You can also contact us on the following number +36 1 226 1755 or call the 24/7

**Europe Assistance hotline on +36 1 458 4478**

**Should you have further questions concerning your MediHelp insurance policy,  
please do not hesitate to contact us on**



The following e-mail  
[office@medihelp.hu](mailto:office@medihelp.hu)



The following number  
+36 1 226 1755



Find us on the web at  
[www.medihelp.hu](http://www.medihelp.hu)



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On behalf of the entire MediHelp team we thank you for placing your trust in us. We would like to assure you that we will keep on maintaining and developing the high-quality services and exclusivity that made you choose us..

Kind regards,  
**the Team of MediHelp International**

