

Hallesche Krankenversicherung a.G. · 70166 Stuttgart

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Hallesche English customer care
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Your personal “private insurance card”

Dear customer

Please find enclosed your personal “private insurance card”. Your personal insurance details – excluding any health details – are stored on the card's microchip. With this “private insurance card” you can identify yourself as a private patient when you see your doctor or when you are in hospital treatment.

Your personal card provides a number of benefits:

- You save time because the "Card" simplifies administrative tasks such as registration and invoicing.
- Hospitals will not demand the advance payment that is normally a requirement of a stay in hospital, after the "Card" has been scanned.

When you remove the card from this letter you will see the data that we have recorded on it. Please check this information. If any corrections are needed, please contact the above address.

Further information about your card is provided overleaf.

Do you have any questions? We'll be pleased to help.

Yours sincerely,

Hallesche
Krankenversicherung auf Gegenseitigkeit

The following data is stored on the chip:

Name and no. of health insurance.: HALLESCH KV AG 4043006
Name and address:

Date of birth:
Insurance number:
Person number:
Card valid until:

Die Private Krankenversicherung der ALH Gruppe

Information about the “private insurance card”:

Who receives a private insurance card from HALLESCHE health insurance?

Our insureds receive a personal private insurance card if

- they have insurance cover that is provided by us under a comprehensive health insurance policy (outpatient and inpatient treatment benefits), or
- they have a partial comprehensive health insurance policy with us (insurance cover for outpatient or inpatient services), or
- they have a policy with us which provides supplementary cover for inpatient treatment in excess of statutory health insurance benefits

What should be noted in relation to a qualifying period or the suspension of insurance cover?

In the case of a qualifying period or the suspension of insurance cover, no private insurance card will be issued.

Use when receiving outpatient medical or dental treatment:

In this case your “private insurance card” serves as a form of identification and it proves to the doctor/dentist who is treating you that you have private health insurance. There is no need for a declaration of the assumption of costs in the case of outpatient medical treatment and dental treatment when you have the card.

Use when staying in hospital as an inpatient

In this case, the card provides a guarantee that the costs will be paid. Please show your card when you are admitted to hospital. The hospital will then arrange the payment of the costs directly with HALLESCHE Krankenversicherung. The advantages for you:

- You don't have to make any advance payments.
- Based on the agreed insurance cover provided by the card HALLESCHE Krankenversicherung provides a guarantee that it will cover the costs of general hospital services (standard services), and it will as applicable pay the costs that are incurred for optional services, e.g. for accommodation in a one- or two-bed room. The percentage limit which applies in respect of this benefit is printed on the front of the card. The guarantee that costs will be paid does not include the reimbursement of private treatment costs. This provision applies to all the hospitals which have signed up to the chip card system. If you do have private hospital treatment you will generally receive an invoice from a doctor who is authorised to issue invoices. If your insurance cover includes benefits for private treatment, you should submit the invoice to us.

Use abroad:

In foreign countries the card provides proof of health insurance in Germany, and it enables the hospital to get in touch with us so that we can provide any guarantee that is required in relation to the rate plan services to which you are entitled.

And what if you don't have the card with you?

If for any reason you don't have the card with you when you go to a doctor's or dentist's appointment or when you are admitted to hospital, you will not suffer any financial loss as a result. The use of the card for people who have private insurance is voluntary.

Have your insurance details changed? What should you do?

Please notify us of any change of address or change of your name without delay so that we can provide you with a new card as soon as possible and update the chip data on it.

Validity of the card:

The card expires if the insurance cover under the policy expires or if it is suspended or if the scope of it is altered. Please return any expired card to us. We will arrange for all returned cards to be recycled.

Have you already signed your private insurance card?

Please note that the card only becomes valid once the policyholder, and if necessary the insured person or his legal representative, has/have signed the ID section on the back of it.