

## CLAIM SUBMISSION PROCEDURE FOR GROUP POLICIES OUT-PATIENT BENEFITS AND ALLOWANCES VIA MYEUROLIFE PORTAL, E-MAIL OR BY HAND

1. When you visit your doctor, ensure that you [take with you a Claim Form](#) and [ask your doctor to complete PART B'](#). Claim Forms have been sent to you together with your Insurance Policy when you registered in the Program. You may also obtain the Claim Form from our website [www.eurolife.com.cy](http://www.eurolife.com.cy), or [Myeurolife Portal](#) or contact MedNet on telephone number 22463033 - 34.
2. Pay the Doctor's / Hospital bill.
3. Ensure that you have registered:
  - [Original payment receipt for the payment of the Doctor's and / or Hospital bills](#)
  - [Original results of the diagnostic tests](#) that were performed during your visit, such as ultrasound, x-rays etc.
4. If your doctor has asked you to undergo certain [diagnostic tests](#), or has [prescribed medication or physiotherapy](#), ensure that he / she [has filled this in PART B'](#) of the Claim Form. Otherwise, together with the Claim Form you have to provide us with a [copy of the prescription or the doctor's referral](#). In addition, if during the visit to the doctor you undergo any medical treatment other than the regular examination, ensure that the [doctor fills out the relevant details in PART B'](#) of the Claim Form.
5. Always ask for an [itemized payment receipt](#). The receipt must definitely be original, numbered and include details of the paid amounts, the provider's details (name / surname, occupation, address, VAT or Tax Identification Code or Identification Card Number), date, type of services provided, quantity, signature and company seal.
6. After the completion of visits to the doctor, diagnostic tests, purchase of medicinal drugs:
  - A. For submission via Myeurolife Portal.**
    - Complete PART A' of the online submission Request Form
    - Convert your documents to electronic format (pdf)
    - Sign-in to Myeurolife Portal
    - Fill in the necessary fields
    - Attach [all supporting documents](#) [receipts of payment, results of diagnostic tests (if any), medical reports related to the claim in your possession, birth certificate (if it concerns maternity allowance), discharge (if it concerns a Hospital Daily Allowance)]
    - Submit your Claim

Keep all required original supporting documents until the completion of your Claim as possible be asked of you.

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### B. Submission via E-mail, by hand, or by Post.

After the completion of visits to the doctor, diagnostic tests, purchase of medicinal drugs:

- Please complete PART A' of the Claim Form, including the section which refers to the «Processing of Sensitive Personal Data».
- Attach all supporting documents [Original payment receipts, results of diagnostic tests (if any), any Medical reports you have in your possession relevant to the claim, birth certificate (if it concerns maternity allowance) discharge (if it concerns free care allowance)]

- ▶ Via E-mail at the email address [customerservice@mednet.com.cy](mailto:customerservice@mednet.com.cy) or
- ▶ By hand/ in original form, to any Eurolife branch or to the Customer Service Department at Eurolife's Head Office, in a closed envelope on which the following should be written:
  - Medica Claim.
  - Your Medica Insurance Policy number.
  - The name and date of birth of the patient.

You may also mail your Claim Form together with all the supporting documents (we recommend registered post) to the following address: MedNet, 2 Amhipoleos, Marcou Tower, 3rd Floor, 2025 Strovolos, Nicosia or P.O.Box 16211, 2087 Nicosia.

The completed forms, together with all the supporting documents should be sent within 30 days from the date of the incident.

### Note: Submitting Claims via E-mail

- Claims that may be submitted via E-mail concern outpatient benefits and allowances.
- Claims are always sent by the Main Insured, always using the E-mail that Eurolife has on file.
- Claims are filed separately per person and per Claim.
- In submitting the first Claim via E-mail, the Main Insured must also forward his/her E-mail address for identification purposes (applies only in cases where no E-mail is on file, or in case of a change in E-mail).
- Claims will either be submitted via E-mail or by hand, with the original documents.
- The Main Insured must keep hold of the original forms for a period of one month.
- The Main Insured is responsible for correctly sending an E-mail to [customerservice@mednet.com.cy](mailto:customerservice@mednet.com.cy)

For any inquiries, please do not hesitate to contact MedNet on telephone number 22 463033 - 34

   | Service Line 8000 8880 | [www.eurolife.com.cy](http://www.eurolife.com.cy)

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