



Please be informed that you have to make your medical care appointments via the Care Organiser (Teladoc Hungary Kft.), as described below.

You can make a request for care via the Care Organiser's call centre (+361/998-0512), between 8 a.m. and 8 p.m. on working days.

The service is provided as follows. During the call, you are identified and your eligibility is checked, then the operator records the request, agrees on the preferred location and time with you, and then starts to organise the requested care and informs you about the process. The operator will inform you by telephone or e-mail of the time and place of the arranged treatment. (The operator will also confirm the time and place of the examination in writing in the case of telephone communication.)

If you are advised by the care provider to undergo further medical treatment, you must also notify the Care Organiser in advance, who will arrange a new appointment for the further necessary treatment if justified and if covered by the insurance.

In order for the services to be organised and for the insurer to cover the costs, you must have the necessary (specialist) medical referral or recommendation for treatment. A further condition for the insurer to provide the service is that the request for care must be considered well-founded (medically justified) by the Care Organiser.

Cancellation

If you do not wish to receive the care ordered for you at the agreed time and do not notify the Care Organiser at least 3 working day in advance, the amount of the limit for you will be reduced by any costs incurred in connection with the service not cancelled in time.

Emergency care

Ex-post reimbursement in case of emergency care: the insurer will reimburse the costs of medical care pre-financed by you only if the legal basis exists and your condition did not allow the care to be provided by the Care Organiser (emergency).

Financing of the cost of medicines, dressings and temporary medical equipment

In the case of the purchase of medicines, dressings and medical aids prepaid by you, the claim for reimbursement of the costs of the medical service must be submitted within fifteen (15) days of the date of the invoice. The following documents must be submitted to validate the claim for reimbursement:

- the invoice issued by the pharmacy in the name of the Insured Party for the prescription and dispensing of the medicine, dressing or medical aid prescribed by the doctor providing the medical care,
- copies of all medical documents relating to the insured event,
- a statement (signed and dated) stating your bank account number in Hungary (in HUF) and your Hungarian address.