

# Connect Clients to Telehealth

Help travelers get easy medical access abroad



If your client will be traveling outside the country and has an Allianz Travel Protection Plan, they may receive an email to register for telehealth services, if telehealth services are available in one or more destinations your client plans to visit.

## Travelers love the ease and flexibility telehealth offers:

- Convenient care for unforeseen medical issues requiring non-emergency attention—like a stomach bug or migraine
- No up-front, out-of-pocket costs for medical consultations
- Quick mobile scheduling for virtual and in-person doctor visits
- Multi-lingual doctor network
- Available across 85 countries

If your customer is traveling abroad, make sure you encourage them to register ahead of their trip. They'll thank you for making it easier on them if they need convenient care while they're traveling!

## ! Please keep in mind:

- Availability depends on your client's location at the time they seek services (see the next page for a list of destinations where telehealth is available)
- In-person follow-up visits and/or medications are out-of-pocket expenses

For more details, visit [AllianzAdvantage.com](https://www.allianzadvantage.com)  
or contact your regional Allianz Partners representative.



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## Terms, conditions, and exclusions apply.

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# Telehealth

## global network

Albania	Germany	Norway
Argentina	Gibraltar	Panama
Aruba	Greece	Peru
Australia	Guadalupe	Philippines
Austria	Guatemala	Poland
Bahamas	Hungary	Portugal
Bali, Indonesia	Iceland	Qatar
Belgium	India	Reunion
Bolivia	Indonesia	Romania
Bosnia & Herzegovina	Ireland	Saint Martin (French)
Brazil	Isle of Man	Serbia
Bulgaria	Israel	Seychelles
Canada	Italy	Singapore
Chile	Jamaica	Slovenia
Colombia	Japan	South Africa
Costa Rica	Kazakhstan	Spain
Curaçao	Lithuania	Sri Lanka
Cyprus	Luxembourg	Sweden
Czech Republic	Malta	Switzerland
Denmark	Martinique	Tanzania
Dominican Republic	Mayotte	Thailand
Ecuador	Mexico	Turkey
Egypt	Monaco	Ukraine
Estonia	Montenegro	United Arab Emirates
Finland	Morocco	United Kingdom
France	Nepal	Vietnam
French Guiana	Netherlands	Wallis and Futuna
French Polynesia	New Caledonia	
Georgia	New Zealand	



\*USE OF THE AIR DOCTOR SERVICES IS NOT FOR MEDICAL EMERGENCIES. IF YOUR CLIENT HAS, OR THINKS THEY MAY HAVE, A MEDICAL EMERGENCY, YOUR CLIENT SHOULD CALL THE EMERGENCY NUMBER IN THE COUNTRY WHERE THEY ARE LOCATED. AIR DOCTOR SERVICES ARE NOT INTENDED FOR THE TREATMENT OF NON-EMERGENT OR ROUTINE MEDICAL CARE; RATHER, ARE INTENDED TO BE USED FOR THE CARE OF UNFORESEEN MEDICAL EVENTS REQUIRING NON-EMERGENCY ATTENTION. Air Doctor is a third party. When your client goes to Air Doctor's website or uses Air Doctor's services, they are subject to Air Doctor's terms of use, privacy policy, and Air Doctors' other terms and conditions as provided by Air Doctor. Allianz Global Assistance and Air Doctor are not healthcare providers or medical organizations, and neither Allianz Global Assistance's staff nor Air Doctor's staff deliver professional medical services, provide medical advice, or provide medical diagnosis. Allianz Global Assistance is not responsible for any services, including medical services or advice where provided, provided by Air Doctor or the healthcare providers your client may access through its network, or the processing of personal information by Air Doctor or such providers. Moreover, Allianz Global Assistance does not provide telehealth services. Air Doctor and its affiliated healthcare providers may share your client's information with Allianz Global Assistance for the purpose of Allianz Global Assistance providing your client with insurance and assistance services. Allianz Global Assistance will provide information about your client's insurance policy to Air Doctor to validate they have a policy in effect. However, this is not a guarantee of coverage. Subject to the terms of your client's policy, your client may be responsible for costs not covered by their Allianz Global Assistance policy. To obtain a guarantee of coverage, or if you or your client have questions about coverage, call Allianz Global Assistance at +1 804-673-1173. Your client's Allianz Global Assistance Travel Protection Plan may provide direct billing benefits for up to three Air Doctor telehealth sessions per person per trip.