


## Claim Instructions MEDICARE and FAMILYCARE

**Welcome to our easy guide to claims procedure at Liberty.**

Remember that for all Non-emergency In-patient Treatment or Surgery you must request Pre-authorization from our 24/7 Customer Service Center  
 **OneCall 1800 599 998** (toll free in Vietnam), or  
 Hotline@LibertyInsurance.com.vn

**Treatment inside Liberty's Direct Billing Network**

**EMERGENCY IN-PATIENT TREATMENT**  
*Go to section A1*

**NON-EMERGENCY IN-PATIENT TREATMENT**  
*Go to section A2*

**OUT-PATIENT or DENTAL TREATMENT**  
*Not available*

**Treatment outside Liberty's Direct Billing Network**

**EMERGENCY IN-PATIENT TREATMENT**  
*Go to section B1*

**NON-EMERGENCY IN-PATIENT TREATMENT**  
*Go to section B2*

**OUT-PATIENT or DENTAL TREATMENT**  
*Go to section B1*

**A – TREATMENT INSIDE LIBERTY'S DIRECT BILLING NETWORK**

**A1 – Emergency In-patient Treatment (including day case treatment)**

- a. Present your Liberty MEDICARE and FAMILYCARE card, ID card/passport and credit card to the Medical Service Provider prior to any treatment (you will be asked to pay a deposit if you do not have any credit card);
- b. Sign the Treatment Voucher/Claim Form to acknowledge receipt of the treatment;
- c. Pay for any excess or non-covered expenses on your own account.

**A2 – Non-Emergency In-patient Treatment (including day case treatment)**

- a. Present your Liberty MEDICARE and FAMILYCARE card, ID card/passport the Medical Service Provider prior to any treatment;
- b. Sign the Pre-authorization Form completed by the Medical Service Provider (the Medical Service Provider should get in contact with Liberty to obtain authorization)
- c. Sign the Treatment Voucher/Claim Form to acknowledge receipt of the treatment;
- d. Pay for any excess or non-covered expenses on your own account.



**Ho Chi Minh City - Head Office**

18<sup>th</sup> Floor, Vincom Office Building  
 45A Ly Tu Trong, District 1, Ho Chi Minh City  
 Tel: (84-28) 38.125.125 - Fax: (84-28) 38.125.018

**Hanoi City - Branch Office**

10<sup>th</sup> Floor, East Tower, Hanoi Lotte Center Building  
 No 54 Lieu Giai Street, Ba Dinh District, Hanoi  
 Tel: (84-24) 37.557.111 - Fax: (84-24) 37.557.066

## **B – TREATMENT OUTSIDE LIBERTY’S DIRECT BILLING NETWORK**

### **B1 – Emergency In-patient, Out-patient or Dental Treatment**

- a. Choose your preferred hospital or clinic for out-patient, dental or emergency in-patient treatment and pay for the expenses on your own account (For 24/7 Emergency Health Assistance by EUROP ASSISTANCE: Please call **+84 28 35 122324**)
- b. Notify our Customer Service Center (by telephone or email) about the insured event or submit a completed Claim Form, together with all the original medical records (such as medical reports, invoices/bills, receipts, etc.) to Liberty **within 90 days** of the first treatment date of the insured event or, in case of maternity, the date of delivery, unless otherwise agreed by the Company.

#### **Important note:**

Unless there is a legitimate reason, failure to notify our Customer Service Center about the insured event or to submit the claim request within 90 days as mentioned above will result in a penalty calculated as a certain percentage of the total claim value as follows:

- *After 91 days to 180 days:* 10%
- *After 181 days to 270 days:* 20%
- *After 271 days to 365 days:* 30%

If you have informed our Customer Service Center about the insured event, you must submit the original medical records to Liberty **within 1 year** of the first treatment date.

- c. Liberty will settle your claim request within 7 working days after receiving the complete set of documents, and reimburse your claim within 5 - 7 working days of sending the reimbursement confirmation letter to you.

### **B2 – Non-Emergency In-patient Treatment (including day case treatment)**

- a. Submit your request for Pre-authorization with a detailed quotation and medical documents relevant to such elective treatment for Liberty’s approval **at least 5 working days** before any non-emergency hospitalization or planned surgical operation
- b. Pay for the expenses on your own account and submit a fully completed Claim Form together with all the original medical records (medical reports, invoices/bills, receipts, etc.) to Liberty **within 1 year** of the first treatment date;
- c. Liberty will settle your claim request within 7 working days after receiving the complete set of documents, and reimburse your claim within 5 - 7 working days of sending the reimbursement confirmation letter to you

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## C – REQUIRED DOCUMENTS FOR CLAIM REIMBURSEMENT

### 1. Out-patient claims

- a. Fully completed Medical Claim Form
- b. Original bills/invoices/receipts/original e-invoice
- c. Medical Report (which clearly states the 1st symptom date, medical history, diagnosis etc.)
- d. Breakdown of charges (treatment details)
- e. Referral letters from the attending physician requesting for tests, X-ray, MRI, CT-Scan...
- f. Prescription (including physician signature, hospital or clinic stamp, etc.)
- g. Vietnam Driving license (in case of traffic accident where you were the driver)
- h. Police report (in case of accident)

### 2. Dental claims

- a. Fully completed Dental Claim Form
- b. Original bills/invoices/receipts/original e-invoice
- c. Dental report
- d. Vietnam Driving license (in case of traffic accident where you were the driver)
- e. Police report (in case of accident)

### 3. In-patient claims


- a. Fully completed Medical Claim Form
- b. Original bills/invoices/receipts/original e-invoice
- c. Details of hospital expenses (each medication and procedure should be detailed)
- d. Medical Report (which clearly states the 1st symptom date, medical history, diagnosis etc.)
- e. Hospital discharge certificate
- f. Prescription (including physician signature, hospital or clinic stamp, etc.)
- g. Vietnam Driving license (in case of traffic accident where you were the driver)
- h. Police report (in case of accident)

## D – CONTACT US

### 1. Claim requests: Your claim requests should be sent by **registered post** to:

Health Insurance Claims Department  
Liberty Insurance Limited  
18<sup>th</sup> floor, Vincom Office Building, 45A Ly Tu Trong Street, District 1, Ho Chi Minh City

### 2. 24/7 Customer Service Support

- a. For 24/7 Emergency Health Assistance by EUROP ASSISTANCE: Please call **+84 28 35 122324**
- b. For other enquiries: Please contact Liberty Customer Service Center at  **1800 599 998**  
(Toll-free in Vietnam) or [Hotline@LibertyInsurance.com.vn](mailto:Hotline@LibertyInsurance.com.vn)

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