



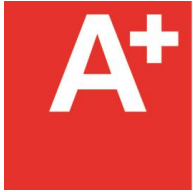
International  
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**Your Health First**

# How to file a claim reimbursement

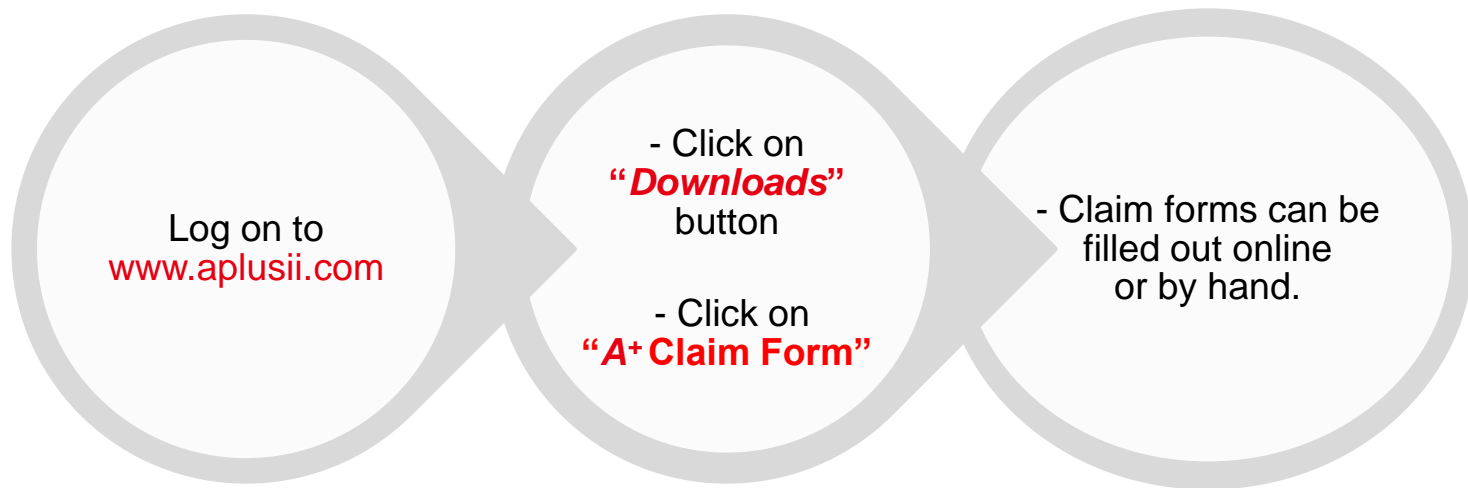


[www.aplusii.com](http://www.aplusii.com)

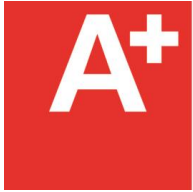


# How to file a claim reimbursement

Claim forms can be downloaded on **A+ website**



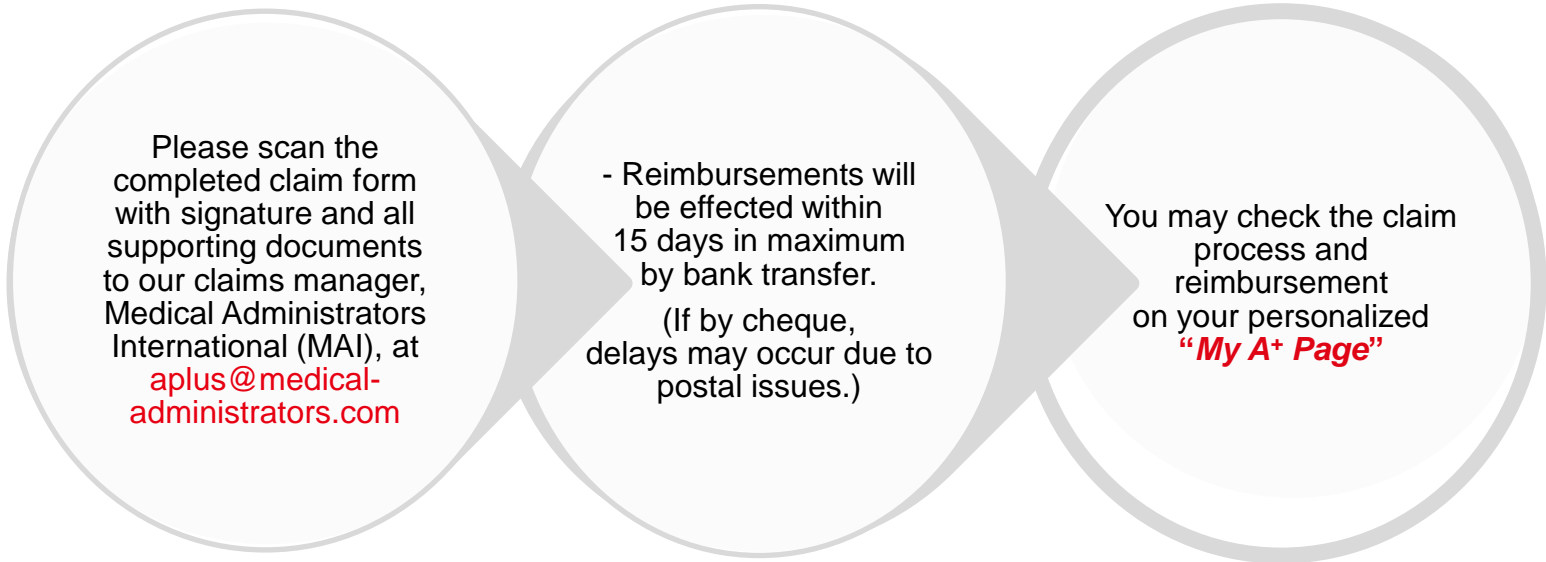
\*Tip : Allow Internet Explorer pop-up



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## To file a claim reimbursement by e-mail

**Claim reimbursements of less than *EUR 500 / USD 675 / CHF 750* may be processed by e-mail**



**Original invoices must be kept for 12 months.**

**Claim reimbursements of *EUR 500 / USD 675 / CHF 750* or more must be processed exclusively by mail**



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**Claim reimbursements of *EUR 500 / USD 675 / CHF 750 or more* must be processed exclusively by mail**

## Processing by mail

- Claim forms can be downloaded on ***“My A+ Page”*** and filled up online or by hand.

Claim Forms must be signed and returned to MAI together with all supporting documents.

***Keep copies of all your documents before sending them by mail.***

You can check your claims reimbursement status as usual on ***“My A+ Page”***.

### Asia contact:

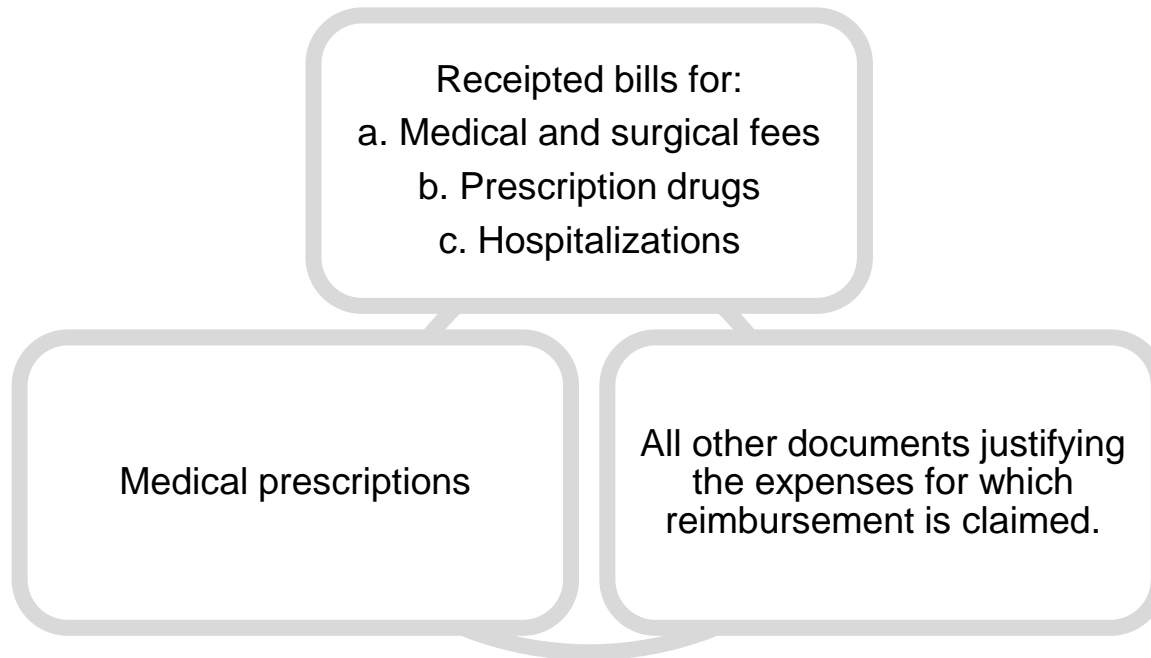
**Medical Administrators International**  
Suite 1412-13, World Commerce Centre  
11 Canton Road, Kowloon  
Hong Kong  
+852 3516 8181

### Europe contact:

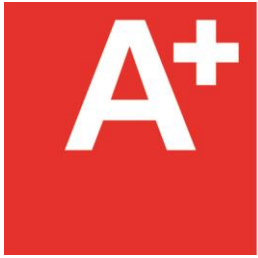
**Medical Administrators International**  
37 rue Anatole France  
92300 Levallois-Perret,  
France  
+33 1 77 68 01 60



# What supporting documents are required?



All supporting documents should clearly show **the patient's name**, **treatment date**, **diagnosis** and **the prescribed medicines**.



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**Thank you!**