

Foyer Global Health – Member Portal Login and Claim Guide

MEMBER PORTAL

1. When you login with your username and password this is the opening screen you will see.

IMPORTANT : Please note the contact details as below. These are also displayed in the left column of the web pages.

All policy related matters, invoice, amendments, etc.	Tel :+352 437 43 42 43 Email : policy@foyerglobalhealth.com
Claims, pre-authorisation, approvals, guarantee of payments, etc.	Tel : +352 437 43 42 44 Email : claims@foyerglobalhealth.com
Emergencies	Tel : +352 437 43 42 42 Email : help@europ-assistance.ch

Right on top you will find a “menubar” with buttons for home, inbox, available documents, tasks in progress, language choice options of English(EN)/French(FR)/ German(GE) and “Contact” for sending messages to Foyer. If there are any new messages in your inbox or new documents these will be indicated with notifiers. At the top right corner your name and login user ID will appear along with “logout” button.

The grey band below this has three tabs – My Services, My Contracts and My Profile.

New Message Tab – This gives new messages such as claim payment information or other requests for additional information on claim, etc.

Statement /Guarantee of payment Tab – Gives copies of reimbursement statements and GoPs provided

New Documents Tab – This gives your policy documents, invoice, etc.

BUTTONS

*Request a Reimbursement – You click here to submit claims for reimbursement

*Request a guarantee of payment – You click here to submit necessary details for getting a Guarantee of payment for treatment

*View my reimbursement requests – Clicking on this button shows you the full list and status update of the claim reimbursement requests submitted by you

*View my guarantees of payment – Clicking on this button shows the full list and status update of the GoP requests submitted by you

2. When you click on Request for Reimbursement button you will see a screen like the one shown below. You can see the Claims Guide if you click on that button. This is a copy of what you got along with the policy document first time.

Bank account for reimbursement will appear in this screen after the first reimbursement.

You can attach soft copies, prescriptions and receipts supporting your claim. Almost 15 types file formats are allowed to be attached and you can attach up to 20 files. Preferred file format is PDF. Each file should not be more than 5MB and all attachments together should be no more than 20MB.

Request a reimbursement

1 Attach files → Confirmation

Information

The reimbursement will be credited to your account: **No bank account**

Claims guide:

Supporting documents

Attachments*

Add a comment

Remaining characters : 254

3. When you click on Request for Guarantee of payment button you will see a screen like the one shown below. You can submit your request for GoP for inpatient treatment which is not an emergency. All required fields must be filled based on the doctor report and cost estimates available with you.

You can attach soft copies, reports, cost estimates, etc supporting your GoP request. Almost 15 types file formats are allowed to be attached and you can attach up to 20 files. Preferred format is PDF. Each file should not be more than 5MB and all attachments together should be more than 20MB.

Type of document* Guarantee of payment for inpatient treatment

Information

Select insured* [Dropdown]

Processing Date* DD Month YYYY

Name of the practitioner* [Text Field]

Hospital / Clinic

Name* [Text Field]

Number [Text Field] Street name [Text Field]

Postcode/Zip code [Text Field] City [Text Field]

Country [Dropdown]

Attach files

i To request a guarantee of payment, please provide the supporting document(s) :

- certificate of the service provider (cost estimate, plan, diagnosis)

Attachments* [+ ADD FILE] **i** Drag files here

Add a comment* [Add a comment]

4. The screen under MY SERVICES tab will appear like this. The items here are same as what was described above. Under the Insurance and tax Certificate, you can get the tax/insurance certificate copy as applicable.

The screenshot shows the 'global health' user interface. At the top, there is a navigation bar with the logo and tabs for 'MY SERVICES', 'MY CONTRACTS', and 'MY PROFILE'. The 'MY SERVICES' tab is selected. On the left, there is a 'CONTACTS' sidebar with two entries: 'Medical assistance' (with a phone icon and number +352 437 43 42 42) and 'Foyer Global Health' (with phone icons for 'Claim: +352 437 43 42 44' and 'Policy: +352 437 43 42 43', and a 'Send a message' button). The main content area is titled 'My services' and contains a list of actions, each with a right-pointing arrow: 'Request a reimbursement', 'Request a guarantee of payment', 'View my reimbursement requests', 'View my guarantees of payment', 'Tasks in progress', 'Insurance and Tax certificate', 'Obtain a tax certificate', and 'Obtain an insurance certificate'. The top right of the page shows a user profile for 'ROBIN B' with a 'CONTACT' button and 'USER ID: 279'.

5. The screen under MY CONTRACTS tab will appear like this

The screenshot shows the 'MY CONTRACTS' tab selected. The main content area displays 'Policy n° @@@@70/0'. Below this, there is a 'Policyholder' section with a table listing details for 'CARA @@@@@'. The table has columns for Policyholder, Date of birth, Status, Coverage, and Country of expatriation. Below the table, there are links to view contractual details, special conditions, and administrative conditions. The 'General information' section shows 'Coverage: Global Health Individual', 'Annual premium including taxes: EUR 1,572.00', and 'Payment method: Bank card'. A 'CONTACTS' sidebar on the left offers options like 'Medical assistance' and 'Foyer Global Health'.

6. The screen under MY PROFILE tab will look like this.

The screenshot shows the 'MY PROFILE' tab selected. The main content area displays 'My profile: Policyholder'. The 'My information' section shows 'Nationality: GREAT BRITAIN', 'Title: Mr', 'Name: @@@@@', 'First name: ROBIN', and 'Date of birth: August @@@@@'. The 'Contact me' section lists 'Private e-mail: R@@@@@NAVIGATOR-INSURANCE.COM', 'Private mobile: 00 @@@@@', 'Correspondence language: English', and 'Correspondence address: 223, WING LOK STREET, UNIT E/F GOLDEN SUN CENTRE, C/O NAVIGATOR INSURANCE BROKERS, 00 - SHEUNG WAN, HONG KONG'. The 'My expatriation' section shows 'Current place of residence: GREAT BRITAIN' and 'Future place of residence: HONG KONG'. A 'CONTACTS' sidebar on the left includes 'Medical assistance' and 'Foyer Global Health' with contact numbers and a message link.

CLAIM GUIDE

(Please refer to the Claim Guide supplied along with your policy for more details)

Minor claims – These are claims which are paid by you and then claimed from Foyer (Examples - out-patient consultation/treatment, dental treatment)

Please submit your claims via *your Global Health Portal* as explained above or e-mail to claims@foyerglobalhealth.com to request refund for minor claims. Please attach supporting documents such as doctor prescription/referrals clearly stating diagnosis, date, amount and the proof of receipt of payment, details of treatment/investigation/medicines and other relevant information.

Major claims – These are treatment/claims for which you need pre-authorisation or guarantee of payment (Example : hospitalization/daypatient treatment or outpatient surgery)

Please contact Foyer Global Health before starting an in-patient treatment. Foyer will assist you in choosing the most appropriate medical provider in your area and will help to arrange for cash-free takeover of the treatment cost by arranging a guarantee of payment. You can get in touch with Foyer on Tel : +352 437 43 42 44 or Email : claims@foyerglobalhealth.com.

In case of emergency

As an insured person you can reach Foyer at any time of the day and around the clock. All addresses, phone numbers and e-mail addresses are available in your insurance documents. It is best to call +352 437 43 42 44. This will automatically be diverted to Emergency team outside office hours. Foyer offers immediate call back to all insured persons who contacts Foyer concerning a claim, especially following an accident, a medical emergency or in case you need in-patient medical care.