

Connect to Medical Care Abroad

Get easy access to virtual or in-person appointments while traveling.

If you purchased an Allianz Travel Protection Plan and will be traveling to a country where these services are available, you can get easy access through the Allyz® app.

You'll love the ease and flexibility these services offer:

- 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 in more than 80 countries

Please keep in mind:

- Availability depends on your location at the time you seek services
- In-person follow-up visits and/or medications are out-of-pocket expenses



Traveling abroad? Be sure to download the Allyz® app ahead of your trip so you have easy access to these services if you need care while you're traveling!



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 Doctor's 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. 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.

Terms, conditions, and exclusions apply.

Insurance benefits underwritten by BCS Insurance Company (OH, Administrative Office: 2 Mid America Plaza, Suite 200, Oakbrook Terrace, IL 60181), rated "A" (Excellent) by A.M. Best Co., under BCS Form No. 52201 series or 52401 series, or Jefferson Insurance Company (NY, Administrative Office: 9950 Mayland Drive, Richmond, VA 23233), rated "A+" (Superior) by A.M. Best Co., under Jefferson Form No. 101-C series or 101-P series, depending on your state of residence and plan chosen. A+ (Superior) and A (Excellent) are the 2nd and 3rd highest, respectively, of A.M. Best's 13 Financial Strength Ratings. Plans only available to U.S. residents and may not be available in all jurisdictions. Allianz Global Assistance and Allianz Travel Insurance are marks of AGA Service Company dba Allianz Global Assistance (AGA) or its affiliates. AGA compensates their suppliers or agencies for allowing AGA to market or offer products to customers of the supplier or agency Allianz Travel Insurance products are distributed by Allianz Global Assistance, the licensed producer and administrator of these plans and an affiliate of Jefferson Insurance Company. The insured shall not receive any special benefit or advantage due to the affiliation between AGA Service Company and Jefferson Insurance Company. Plans include insurance benefits and assistance services. Any Non-Insurance Assistance services purchased are provided through AGA Service Company. Except as expressly provided under your plan, you are responsible for charges you incur from third parties. Contact AGA Service Company at 800-284-8300 or 9950 Mayland Drive, Richmond, VA 23233 or customerservice@allianzassistance.com. 1310269_12202024