

Assistance care benefits

When a random accident happens, it usually has an impact on the lives of the entire family. In such situations, it is good to be able to get quick, professional help. In the Allianz Healthcare program, such an opportunity is provided by Assistance services.

Support in difficult situations

Assistance care benefits are comprehensive assistance in difficult life situations or covering the costs of organizing it. In the event of an accident or illness, we provide, among other things:

- medical transportation,
- rehabilitation organization,
- childcare assistance,
- nurse visit if more extensive post-accident assistance is needed,
- psychologist's help.

We also provide unlimited access to medical information and a hotline for parents of young children – „Baby Assistance“.

Help for the whole family

Assistance services under the Allianz Healthcare program can be used by any insured person. We have also prepared a special care package with parents and in-laws in mind.

How to get help

To take advantage of the benefits, simply contact our hotline: 224 224 224 (Fee according to the tariff of the respective operator). We accept applications around the clock on all days of the week.

Care Benefits	For the insured	For the insured parent	For co-insured parents
Medical transport with a loved one from the scene of an accident to a health care facility	PLN 1000 ¹	PLN 1000 ¹	PLN 1000 ¹
Medical transport with a loved one from a health care facility to a place of residence	PLN 1000 ¹	PLN 1000 ¹	PLN 1000 ¹
Medical transport with a loved one from a health care facility to a health care facility	PLN 1000 ¹	PLN 1000 ¹	PLN 1000 ¹
Transport to 1 follow-up visit ⁸ to 1 year after hospitalization ends	–	PLN 1000	PLN 1000
Physical therapist visits at home or transportation and rehabilitation clinic visits	PLN 700	PLN 700 ²	PLN 700 ²
Purchase or rental of rehabilitation equipment	PLN 500	PLN 500 ²	PLN 500 ²
Transport of rehabilitation equipment home	PLN 500	PLN 500 ²	PLN 500 ²
Nurse visit to the place of stay after the accident	PLN 500	PLN 500	PLN 500
Nurse care after hospitalization ⁸	PLN 1500 ³	PLN 1500 ⁴	PLN 1500 ⁴

Care Benefits	For the insured	For the insured parent	For co-insured parents
Home help (meal preparation, small purchases) after hospitalization ⁸	PLN 300 ³	PLN 500 ⁴	PLN 500 ⁴
Reimbursement for necessities after unplanned hospitalization ⁵ (bathrobe, pajamas, toiletries)	PLN 100	PLN 100	PLN 100
Visits to a psychologist in difficult situations of distress	PLN 500	PLN 500	PLN 500
Telephone consultation with a dietician ⁵	max 2 times	–	–
Care for children and dependents ⁵	PLN 450 ⁶	–	–
Transport of children to the nominee's place of residence and their return ⁵	cost of tickets ⁷	–	–
Travel of the person designated to care for children/dependents from his/her place of residence to the insured's place of residence and return ⁵	cost of tickets ⁷	–	–
One-day care for the insured child in case of his/her illness	PLN 200	–	–
Arrangement of private lessons for the insured child after an accident or illness resulting in an absence from school of more than 7 days	PLN 200	–	–
Arrangement and payment of the costs of the legal guardian's stay in hospital in case of hospitalization of the insured child	PLN 500	–	–
Midwife or nurse's assistance in caring for a newborn baby	PLN 150	–	–
Delivery of medicines to the place of stay (without the cost of medicines)	PLN 100	PLN 250 ⁸	PLN 250 ⁸
Delivery of books (excluding the cost of books)	–	PLN 250 ⁸	PLN 250 ⁸
Delivery of meals (excluding meal costs)	–	PLN 250 ⁸	PLN 250 ⁸
Assistance in paying bills (excluding bill costs) – up to 2 times a year	–	PLN 250 ⁸	PLN 250 ⁸
Arrangement and payment of the cost of one medical visit after an accident	–	PLN 250	PLN 250
Organization of a nurse or home health aide	–	unlimited	unlimited
Arrangement of medical appointments in a health care facility or at the place of stay	–	unlimited	unlimited
Reimbursement for the purchase of tickets ⁷ for one loved one to and from the hospital ⁹	–	PLN 1000	PLN 1000
Arrangement and payment of the cost of two nights' accommodation, for a loved one near the hospital ⁹	–	PLN 150/day	PLN 150/day
Reimbursement for the purchase of tickets ⁷ for one loved one to and from the place of stay ⁸	–	PLN 1000	PLN 1000
Arrangement and payment of two nights' accommodation for a loved one in a hotel ⁸	–	PLN 150/day	PLN 150/day
Arrangement and payment of transportation costs to and from the sanatorium on the selected date ⁸	–	PLN 500	PLN 500
Healthy Eating Hotline	unlimited	unlimited	unlimited
Health Information Service Hotline	unlimited	unlimited	unlimited
Baby Assistance Hotline	unlimited	–	–
Third Youth Hotline	–	–	unlimited

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¹ transport to the incident

² after an accident or hospitalization lasting more than 5 days

³ lasting a maximum of 5 days

⁴ lasting a maximum of 10 days

⁵ in case of hospitalization lasting more than 3 days

⁶ maximum PLN 150/day

⁷ 1st class train tickets or bus tickets

⁸ after hospitalization lasting more than 5 days

⁹ during hospitalization lasting more than 5 days

The material is for marketing purposes and does not constitute an offer within the meaning of the Civil Code, a recommendation to enter into a contract of insurance, a model contract or part of a contract of insurance.

Allianz Healthcare Group Health Insurance is life insurance offered by Towarzystwo Ubezpieczeń Allianz Życie Polska Spółkę Akcyjną ("Allianz"). The detailed scope and terms of insurance, including with respect to premiums and fees, limitations and exclusions of our liability (in particular, cases of Allianz's lack of liability, including for medical conditions occurring prior to the commencement of coverage or their impact that have already occurred during coverage, and periods of limited coverage) and the rules of calculation and terms of payment of insurance benefits, are contained in the terms and conditions of contract including the general terms and conditions of group health insurance Allianz Healthcare (index AOZ03) and its appendices (GTC), posted on www.allianz.pl.

Towarzystwo Ubezpieczeń Allianz Życie Polska Spółka Akcyjna with its registered office in Warsaw, ul. Inflancka 4B, 00-189 Warsaw, entered in the Register of Entrepreneurs kept by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register, under KRS number 0000002561, NIP: 526-020-99-75, Share capital amount: PLN 95,480,000 (paid in the amount of PLN 87,267,500). Full details about the company can be found at www.allianz.pl