

CHECKLIST

Rescue Costs

After a rescue operation the member himself/herself will receive an invoice from the rescue organisation. It is important that the member tells the rescue organisation that the invoice must be issued on behalf of the member's name. It is not allowed that the invoice is issued on behalf of the Austrian Alpine Club.

After receiving the invoice, the member can hand in the unpaid rescue invoice together with a completely filled out claim form (available online at www.oeav-versicherung.at/international).

The address the documents must be sent to is written on the claim form). It is important that the original invoice is handed in.

Out-patient medical treatment abroad

First, the member should try to organise the payment via his EHIC card. If this is not possible (member does not possess an EHIC card, treatment takes place outside of Europe etc.) the member will receive an invoice from the doctor/hospital for the treatment. It is also important that the member organises that the invoice is issued on behalf of the member's name.

After receiving the invoice, the member has to pay the doctor/hospital. Then the member first has to hand in the invoice to his social health insurance and see how much they pay. After the member has received a payment (or refusal) from the social health insurance, he can hand in the invoice together with the answer from the social health insurance and with a completely filled out claim form (see the link above and information above under "rescue costs"). When the social health insurance has completely refused to pay, it is important that the original invoice is handed in.

In-patient medical treatment abroad/repatriation/transfer within one's country of main place of residence

It is necessary to immediately contact the emergency organisation (their contact dates are on each membership card). They will organise all further steps.