

## INSTRUCTION FOR HEALTHCARE CLAIM PROCESS

Please kindly follow the instruction as below:

### 1. Collect claim documents:

- Please kindly collect all required documents (\*) as the end of this page.

### 2. Send the claim documents to PCV via one of these below methods:

#### 2.1. Send the image files:

- Take a picture/scan all the claim document with best quality image (\*\*).
- Send your claim pictures or scanned copy to [claimsubmission@pacificcross.com.vn](mailto:claimsubmission@pacificcross.com.vn).
- You will receive an auto-reply confirmed email immediately after that.

#### 2.2. Send the claim document direct to PCV office (Hanoi, Ho Chi Minh) following the address at the bottom of this page.

### 3. Receive claim's result within 5 working days:

*(after submitted fulfill claim documents and information as required)*

- In the case your claim document does not have enough information/documents, PCV will send an email to instruct you provide the additional information/documents for completing the claims process.

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#### Notice:

(\*) Below are the required documents for claim processing:

- Claim form: picture/image/photocopy/scan file of claim form that fulfilled all information, signed and sent to PCV.

In case the claimant uses a foreign bank account or authorizes to receive money, please submit the **original claim form** to PCV

- Medical report/Medical book/Test result/Treatment plan/Doctor's indication note: picture/image/photocopy.
- Discharge summary (for Inpatient case): picture/image/photocopy.
- Prescription: picture/image/photocopy.
- Breakdown of charges: picture/image/photocopy.
- Legal financial invoice sent to PCV:
  - + **The original** VAT invoice and converted e-invoice in paper.
  - + Non-converted e-invoice (.pdf) **with code and link for searching**.
- Other document(s) or information might be required in specific case.

(\*\*) Pictures or scanned document must be in color and readable. Time of claims processing can be influenced if any file is not able to read. The claimant is asked to retake the clear version.

***Please note: Pacific Cross Vietnam (PCV) has the right to re-adjudicate if information on hardcopy and the photo or image PCV received are not coincided.***