

# Leaflet for foreign delegates/Refund order form

Barmenia  
Krankenversicherung a. G.

Headoffice  
Barmenia-Allee 1  
D - 42119 Wuppertal  
Germany

Please send every correspondence, indicating the world policy number, to

**Barmenia Krankenversicherung a. G.,  
Leistungsabrechnung BK I,  
Barmenia-Allee 1, 42119 Wuppertal, Germany**  
**Telephone: +49 0202 438-3756**  
**Telefax: +49 0202 438-033756**  
**E-Mail: leistungs-service@weltpolice.com**

Barmenia would like to satisfy your claim quick and complete. Please help by considering the following respects:

- Please send your invoices either by mail to the address which is mentioned in the refund order form or by email to:  
*leistungs-service@weltpolice.com*  
Please observe that invoices should be sent in black and white as an attached PDF file (no photographs). The entire e-mail may not be larger than 8 MB.
- Please always use the refund order form for the World Policy to submit invoices. Please always include a **personally signed payment request**.
- We do not require the submission of original invoices in case of presenting them by email. Please do not additionally send the original copies to Barmenia. Keep them in your possession for a period of three years. It may be possible - even after settlement - that we would incur a need to require them.
- Please make sure the invoices contain the following details:
  - name and first name of the person treated
  - description of all illnesses/diagnoses
  - details of the individual elements of medical treatment
  - dates of treatment
- In order to avoid inquiries, the costs of dental treatment (preserving measures) and dental prosthesis (crowns, bridges) should be shown separately from the outset.
- In order to check any open points promptly, the cost receipts should be submitted no later than three months after the completion of the remedial treatment.

- Please take care that prescriptions and/or chemists invoices and invoices for remedies or equipment are always accompanied by the appropriate doctors' prescriptions.
- In the event of accidents a short description of the accident should be enclosed and a statement should be given as to whether, in view of the insured party, claims can be made against third parties.
- If there is an entitlement to payment from the statutory accident or pension insurance or to statutory medical or accident assistance, all cost receipts must first be submitted to the relevant statutory insurance institutes; Barmenia is obliged to pay only the remaining costs.
- Should there be only a residual costs insurance policy with Barmenia, please present all cost receipts first to the insurer of the basic costs. The type and amount of the payment to be made by the other institution can be indicated by this institution on the refund order form (*refund order form at [www.weltpolice.com](http://www.weltpolice.com), "Download-Center"*).
- The payment settlement letter is available on request by email. Therefore please enter a valid email address on the refund order form, tick the "dispatch by email" field and sign the order form. Otherwise, the payment settlement letter can only be sent by mail.

**NB:**

This leaflet only contains general information. Your specific refund entitlement results from the group insurance contract agreed between your employer respectively the policyholder and Barmenia.

Thank you for your support. If there are any questions left, please feel free to contact us. You can find your contact persons at [www.weltpolice.com](http://www.weltpolice.com), "Ansprechpartner"