

**CASHLESS HOSPITAL ADMISSION FAQs**

**Europ Assistance Hotline
Malaysia**

+603 2302 0033

**Europ Assistance Hotline
Thailand**

+662-180-5581 press 1

Q1: What is cashless hospital admission service?

A1: Cashless hospital admission service is a value added service under medical expenses benefit that comes at **NO** extra premium. It is only applicable when you require hospitalisation (admission) due to accident or sickness while traveling abroad.

Q2: Is cashless hospital admission service available for all types of AirAsia Travel Insurance plan?

A2: Cashless Service for hospital admissions is exclusively offered to customers who have purchased.

Outbound (Malaysia & Thailand)	Inbound (Malaysia)
AirAsia Travel Insurance Comprehensive PLUS Plan (International Return) trip	Covid Travel Pass

Q3: Do I need to pay anything upfront in a cashless hospital admission?

A3: NO, there's no need for upfront payment for admission to hospitals under the network of Europ Assistance. Your hospitalisation expenses will be fully covered and managed by our third-party emergency travel assistant, Europ Assistance. All expenses are subject to policy terms, conditions, and exclusions.

Please note that in the event that there are subsequent discovery (i.e. : pre-existing illness, policy invalid or any condition whereby it falls outside the terms & conditions of your travel policy), customer will be liable to reimburse back to Tune Protect for the medical charges paid to the hospital during this emergency situation.

Q4: What should I do if I need a medical attention during my trip ?

A4: Contact Europ Assistance immediately if you need hospitalisation outside of Malaysia/Thailand. Failure to notify Europ Assistance before incurring such expenses may result in the unavailability of the hospital cashless admission service.

Q5: What is the maximum limit I can utilised under cashless hospital admission benefit?

A5: The limit and terms are subject to your policy you have purchased categorize under the Medical Expenses benefits.

Q6: Do I need to fill up any document for a cashless hospital admission?

A6: Upon contacting Europ Assistance, they will provide a declaration form. After acknowledging and signing this form, Europ Assistance will issue the Guarantee Letter for hospital admission to the selected hospital.

Q7: Are there any specific procedures to follow when using cashless hospital admission benefit?

A7: Here are the step-by-step instructions:

- a) It's crucial to contact Europ Assistance before seeking admission; otherwise, charges may apply.
- b) Provide your flight booking number for verification.
- c) A declaration form will be issued for your acknowledgment.
- d) Upon signing the declaration form, Europ Assistance will provide the hospital with a Guarantee Letter.
- e) In the event of requiring medical transportation, Europ Assistance will coordinate with the hospital to ensure your needs are met.

Q8: Can I be admitted to any hospital of my choice?

A8: We recommend contacting Europ Assistance for this arrangement. With a network of over 7,500 hospitals worldwide, our medical coordinator will facilitate the necessary steps. If you choose to be admitted to a hospital of your choice, please retain all original receipts, and submit the claim to Tune Protect for reimbursement.

Q9: How can I purchase this service?

A9: The cashless hospital admission service is part Medical Expenses benefits of **AirAsia Travel Comprehensive PLUS plan (Malaysia & Thailand) & Covid Travel Pass (Malaysia only)**. This policy can be purchased through

- ☐ AirAsia website while making a flight booking.

- ☐ Add-on during manage my booking.
- ☐ Through tuneprotect.com/airasia website

Q10: Does it cover outpatient / day treatment in the hospital?

A10: Unfortunately, cashless hospital admission service does NOT cover outpatient and day treatment. Please retain all original receipts and submit the claim to Tune Protect for reimbursement.

Q11: Is this service provided to all customers who purchased AirAsia Travel insurance?

A11: It is currently offered to **Comprehensive Plus Plan (Malaysia & Thailand) & Covid Travel Pass Plan (Malaysia)** which is underwritten by Tune Protect Malaysia & Tune Protect Thailand.