OSHC Frequently Asked Questions

✓ How do I order my membership card?
✓ How do I update my personal details e.g., address / phone number?
✓ How do I cancel / request a refund on my policy?
✓ How do I make a claim?

Allianz ⑪

✓ How do I order my membership card?

There is no replacement plastic card. Instead, the new member portal and mobile app allows you to manage your policy and use your e-membership card to claim your medical and health costs. Download the new Allianz MyHealth app online.

- [DOWNLOAD FROM GOOGLE PLAY](#)
- [DOWNLOAD FROM APP STORE](#)

✓ How do I update my personal details e.g., address / phone number?

Allianz MyHealth app for students

Always on the move? Use the Allianz MyHealth app and submit your claims in 3 easy steps.

MyHealth online for students

Managing your health is easy with the online services.

✓ How do I cancel / request a refund on my policy?

To apply for a refund:

1. Download the [OSHC refund form](#)
2. Complete the form and attach any documentation required
3. Send to either:
   - oshc@allianzcare.com.au
   - Allianz Care Australia OSHC, Locked Bag 3001, Toowong QLD 4066

✓ *How do I make a claim?*

Direct billing medical network
The easiest way to manage your health claims is to choose a direct billing medical provider. This way, your claim will automatically be sent to Allianz and they will pay the medical provider directly.

FIND A DIRECT BILLING MEDICAL PROVIDER

Non-direct billing medical network
You can either pay the full amount to the medical provider then use the tax invoice to submit a claim **or** you can request for us to pay the medical provider directly.

There are a number of simple ways to claim including:

Claim via Allianz MyHealth app

Use the Allianz MyHealth app to submit a claim, access and update your membership details including your e-membership card, find a doctor and access the 24-hour helpline.

- Download the app or login to the portal (If you have not done so already).
- Register for an account. Be sure to have your policy number ready.
- Select 'Submit claim'.
- Upload photos of your invoices and receipts.

Email claim

- Download the claim form
- Print and complete the form
- Scan your completed form and any relevant attachments e.g. medical invoices (receipts)
- Email them to oshcclaims@allianzcare.com.au with your policy number in the email subject line.

Alternatively, you can post your claim and receipts to:

Allianz Care Australia OSHC

Locked Bag 3001

Toowong QLD 4066