COMPENSA
VIENNA INSURANCE GROUP

Health Insurance Self-Service Guide



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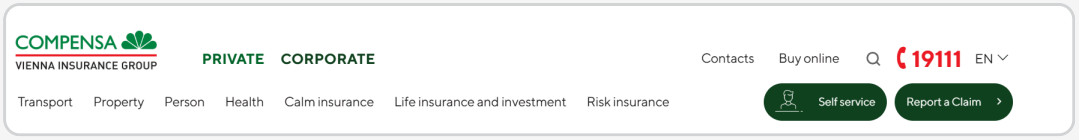
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For more information about Compensa Life health insurance:
https://www.compensa.lt/compensa-life-health-insurance-2/

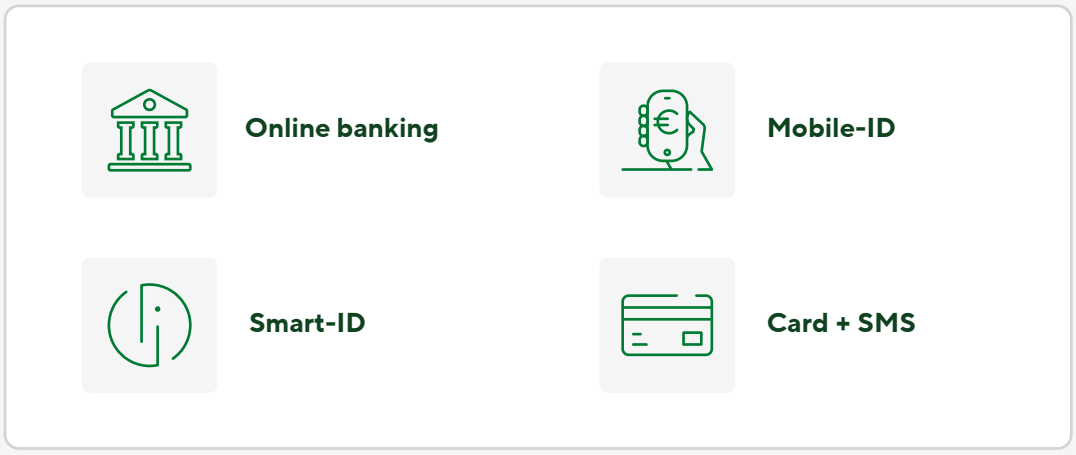
1. How to log in to the self-service portal

Choose the most convenient way to log in to Compensa self-service.

1 — Go to www.compensa.lt, select “EN” (English), then click “Self service” at the top of the page.

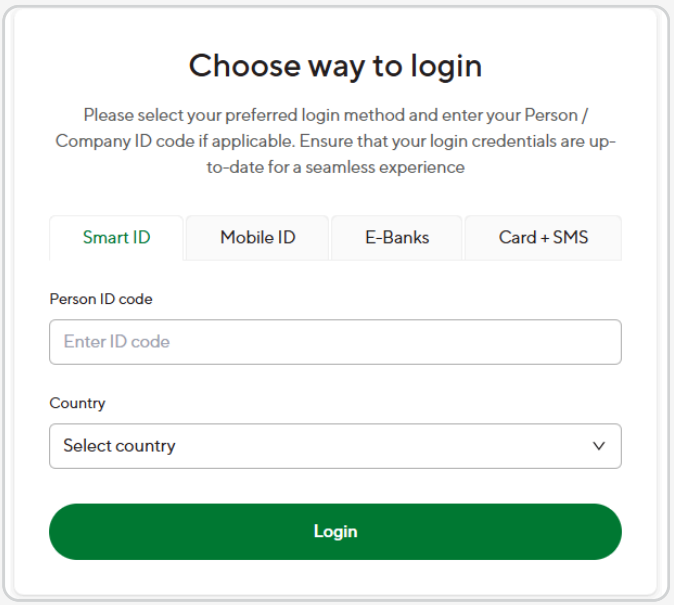


2 — Choose how to log in.



3 — Enter the requested details and click “Login”.

Don't have Smart-ID, Mobile-ID or online banking? Select “Card + SMS”.

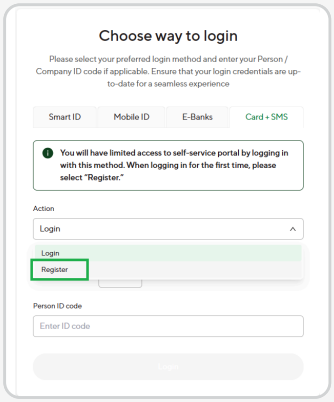


If you log in using your card number and SMS

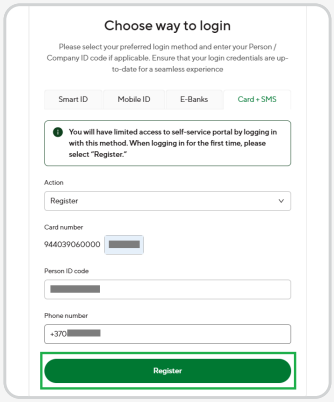
You must register your health insurance card the first time you log in.

1. Select “Card + SMS”.
2. Select “Register”, then enter the requested details.
3. Enter the SMS code you received and click “Register”.

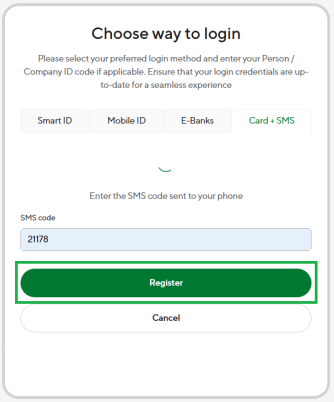
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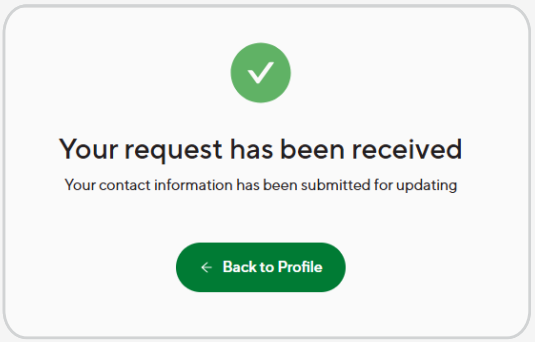


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After logging in, you may be asked to review and update your personal details.

- ✓ Check your details.
- ✓ Enter your contact details and the bank account details for receiving reimbursements.
- ✓ Tick the required boxes to confirm your consent to personal data processing and acknowledge that you have read the health insurance terms and conditions.



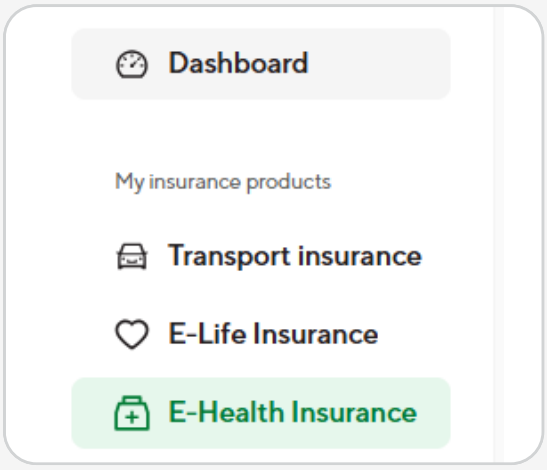
You only need to register your card once. Next time, select “Login”.

2. Information available in the self-service portal

After logging in, select the "E-Health Insurance" section.

How to access this section

1. If you have updated your details, select "Back to profile".
2. On the home page or in the left-hand menu, select "E-Health Insurance".



Overview

View your key insurance details and recent reimbursement claims, and quickly access the form to submit a new claim.

Claims

View your reimbursement claim history, check the status of each claim and access more detailed information.

Cards and limits

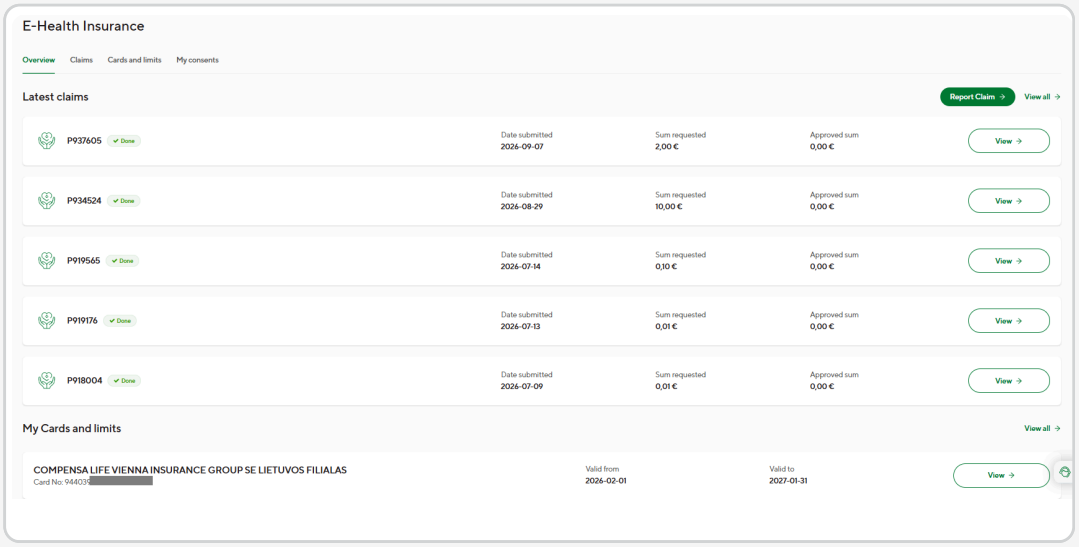
View your health insurance card, insurance programs, remaining coverage limits and program descriptions.

Main self-service sections

You can find the most important information in two sections: “Claims” and “Cards and limits”.

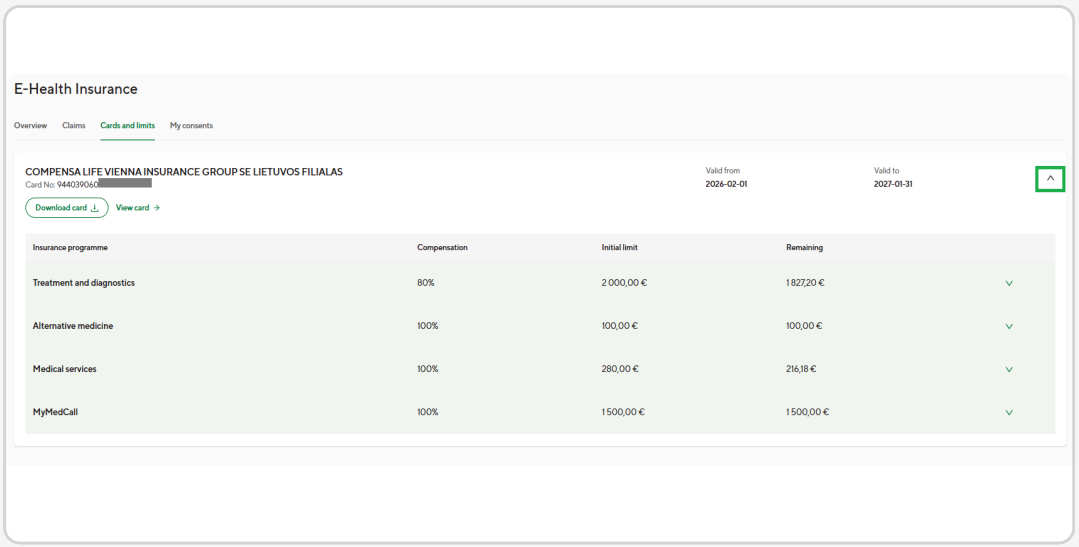
Claims

View your submitted claims, their status, the amount claimed and the amount approved for reimbursement. Select “View” for more details.



Cards and limits

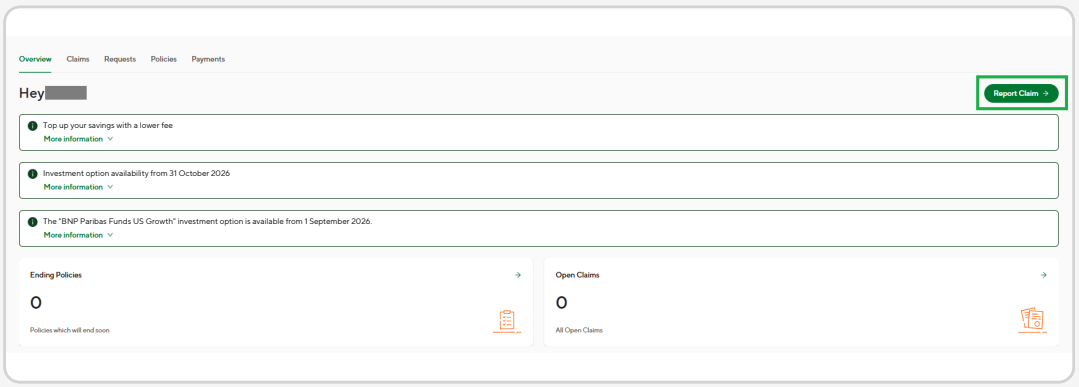
Here you can view your card's validity period, health insurance programs, coverage limits and remaining balances. You can also download your card and use it to pay for services at our partner healthcare providers.



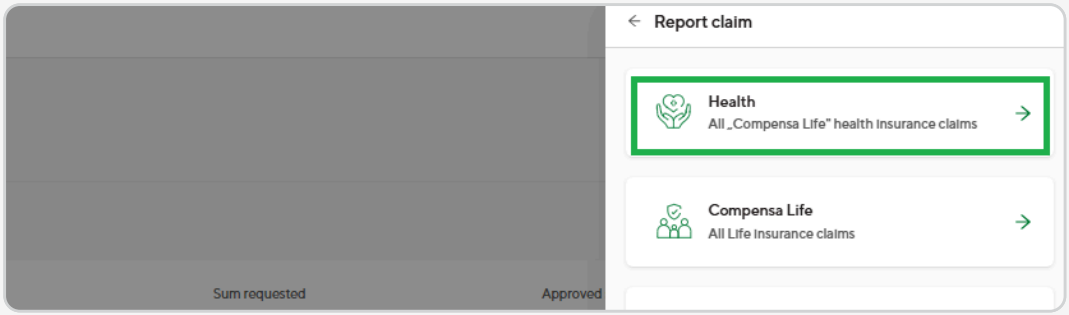
3. How to submit a reimbursement claim

You can submit a reimbursement claim from the self-service home page or the “E-Health Insurance” section.

1 — Select “Report claim”.



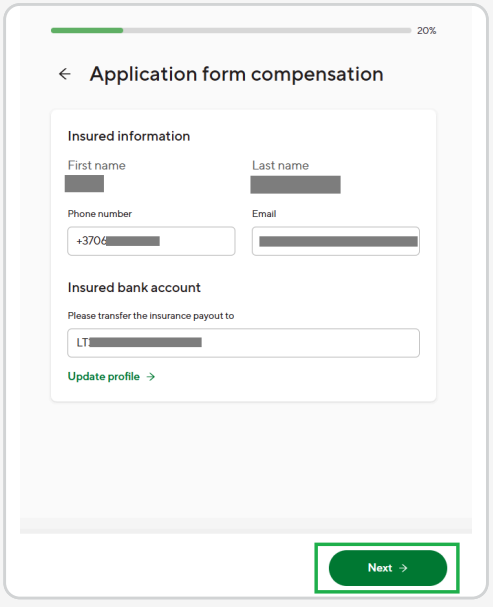
2 — Select “Health” to submit a Compensa Life health insurance reimbursement claim.



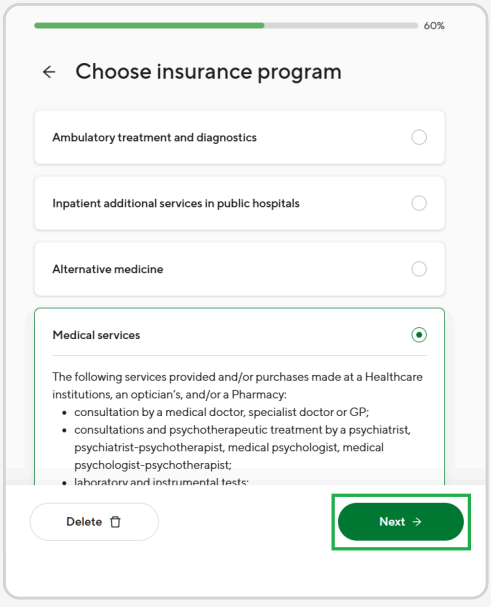
3 — Fill in the reimbursement claim form and check your contact details.

4 — Select the insurance program under which you are requesting reimbursement.

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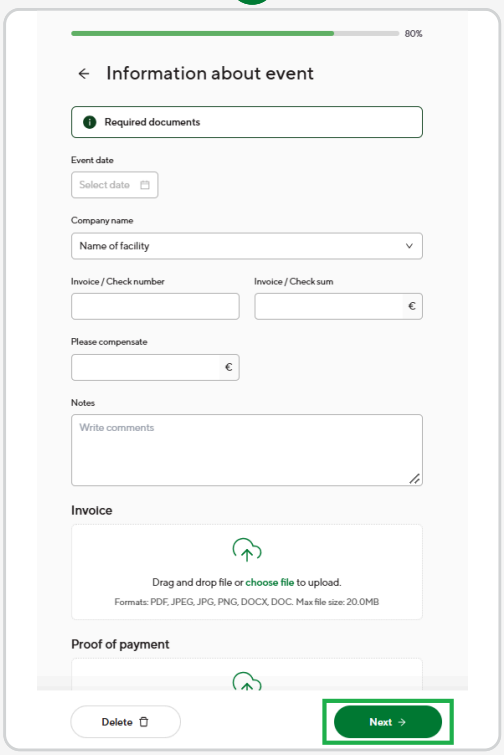


Finish and submit your reimbursement claim

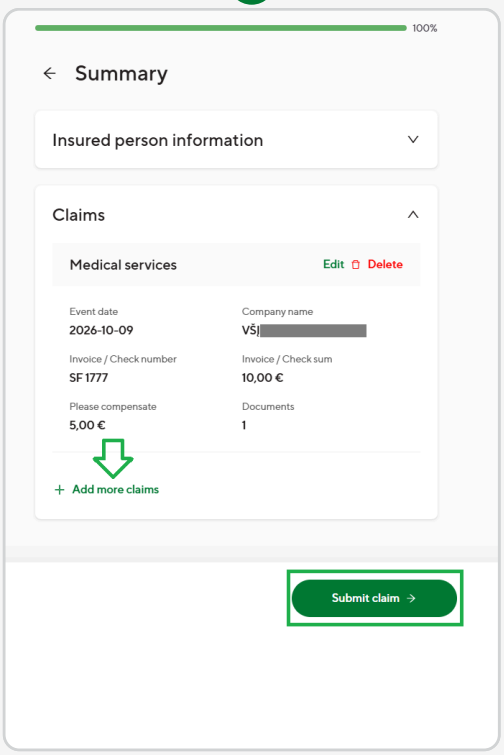
5 — Enter the details of your expenses and upload the required documents.

6 — Review the information you have provided, then click “Submit claim”.

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Have more invoices? Select “Add more claims”.

7 — **Reimbursement claim submitted**

Once you have successfully submitted your reimbursement claim, you will see a confirmation message. You can track the status of your reimbursement claim in the “Claims” or “E-Health Insurance” section.

