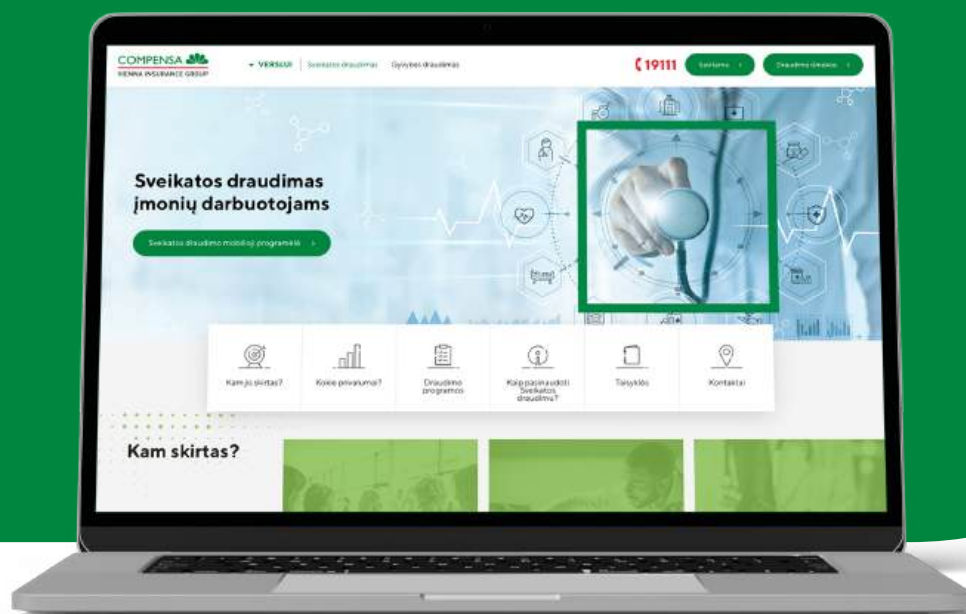


USING THE E-HEALTH SELF-SERVICE. A MEMO FOR HEALTH INSURANCE CLIENTS

Dear Client,

Your employer has provided you with a voluntary health insurance cover from Compensa Life. The insurance cover only applies to the Insured Person, which is you. We are excited to be able to offer you a possibility to pay for your healthcare services through health insurance under the insurance contract of your employer in a convenient and secure manner.



You can use the electronic self-service system

E-health to:

- Access your electronic health insurance card that you can use to pay for the partners' services;
- File an application for the reimbursement of your insurance expenses;
- Review the history of your health insurance expenses;
- See the limits for your health insurance programs;
- Register for an appointment with the partners' physicians;
- Manage your consents.



LOGGING IN TO YOUR PERSONAL ACCOUNT

- 1 — Clicking this button will take you to Compensa Life's electronic self-service area.



- 2 — Select Enter E-health system


Compensa Life E-Services


In order to make the insurance more affordable and appreciating your valuable time Compensa Life created the electronic systems for the life and health insurance.


By using electronic systems **E-life** and **E-health** you are able to check your personal conditions of life or health insurance on the Internet at any time.

In the **E-life** system You can find the contracts of your Life insurance as well as the information about accumulated amounts and the amounts of paid contributions. You can also apply for the amendment of your contact details or the terms and conditions of your contract.

In the **E-health** system Health insurance clients can find the data of their health insurance contract including terms and conditions, programs and limits. As well Clients are able to submit the application for the compensation of health insurance expenses.

 **E-life**
Enter E-life system

 **E-health**
Enter E-health system

 **e-health**
Registration with
Compensa Life Partner's
doctor




- 3 — Choose the appropriate login method




Welcome to e-health!

For Your convenience, we are offering several modes of access to Your health insurance information:

- In order to check only selected programs and the balance of Your health insurance, you should select the section "[Health insurance amounts verification by card](#)" and log in using you health insurance card.
- In order not only to check selected programs and the balance of Your health insurance but moreover to review Your health insurance contract, to track the history of all submitted applications and received indemnities and to submit the application for the compensation of health insurance expenses, You should connect to e-health portal via eBank system listed below.

Log in via eBank

 Smart-ID  M signature  ID card



YOUR CONSENTS

Once you have logged into your personal account, choose the My Consents tab from the right-hand menu. There, you will be able to manage your consent to the processing of your personal data and acknowledge your acceptance of the terms and conditions of health insurance. You can find more details about personal data processing in our [Privacy Policy](#), and the terms and conditions of health insurance are available [here](#).

CARDS

Choose the menu item Cards to see your card details. Click on the '...' icon to access your contacts and the details of your account to which reimbursable health insurance expenses will be transferred. Click on a card number to access information about your health insurance programs and links to terms and conditions, and click on the 'PDF' icon to download the card as a PDF file, if active.

Kortelės Nr.	Būsio	Quotija nuo	Galioja iki	Atsisiųsti kortelę
0240100000100000	Aktyvi	2022-02-01	2023-01-31	

Health insurance e-card

- You can use your health insurance e-card to pay at our partners' that have a cooperation agreement with the insurance company.
- When you use your health insurance e-card for payment, make sure that you have a valid ID with you.
- Save the card on your phone or print it out so that you can produce it when required.
- The staff of the establishment will obtain all the details required for a smooth transaction by entering the last nine digits of the card number and the last four digits of your personal ID number.



HISTORY OF COSTS

By selecting History of Costs from the menu, you can see the history of costs relating to your insurance. If you contractually manage more than one card, you can filter the costs by card number and status of costs: settled or rejected.

The screenshot shows the 'Išlaidų kompensavimo istorija' (History of Costs) screen in the Compensa Life app. The left sidebar contains navigation options: E-life, E-health, Mano sutikimai, Kortelės, Išlaidų istorija (selected), Pateikti prašymą, Limitai, and Registracija pas Partnerių gydytojus. Below the sidebar is contact information for 'Mano konsultantas' (My Consultant) for Compensa Life, including a phone number and email address. The main content area shows a table of costs with filters for 'Kortelės Nr.' (Card No.) and 'Būklė' (Status). The table lists 12 entries with columns for 'Prašymo gavimo data' (Application received date), 'Prašymo Nr.' (Application No.), 'Išlaidų suma' (Cost amount), 'Pateiktas mokėjimo suma' (Amount of payment presented), and 'Būklė' (Status).

Prašymo gavimo data	Prašymo Nr.	Išlaidų suma	Pateiktas mokėjimo suma	Būklė
2021-07-06	P372704	84,00	0,00	Rejected
2022-06-17	P380791	194,00	194,00	Settled
2022-05-19	P352450	205,00	205,00	Settled
2022-03-30	P41189	40,00	40,00	Settled
2022-09-30	P341387	40,00	40,00	Settled
2022-09-30	P341396	40,00	40,00	Settled
2022-03-30	P41385	40,00	40,00	Settled
2022-03-30	P41391	40,00	40,00	Settled
2022-03-09	P33503	40,00	40,00	Settled
2022-01-12	P321048	40,00	1,00	Settled
2021-11-04	P368120	40,00	32,00	Settled

The table also contains the following details:

- the date the application was received,
- the number of the application,
- the cost amount,
- the amount of payment presented,
- the status of costs.

REPORTING AN INSURED EVENT

1

Using the Compensa Life Lithuania mobile app

You can file applications for the reimbursement of health expenses easily and conveniently via the Compensa Life Lithuania app that you can download and have close at hand so that you can use it at a convenient time.

You can find details on how you can download the app and what its main advantages are as well as a user's guide [here](#).



Select Submit an Application in the left-hand menu. This will open a standard application form for you to fill in the required details and to enclose any documents on the costs incurred and the medical report on your health condition in relation to the event being reported, as appropriate. The application for reimbursement must be accompanied by all the required documents, which are listed [here](#).

As you complete and file in your insured event report, please make sure that you have entered all the details correctly.

E-life

E-health

Mano sutikimai

Kortelės

Išlaidų istorija

Pateikti prašymą

Limitai

Registracija pas Partnerių gydytojus

Mano konsultantas:

Compensa Life
Tel.: 19111
info@compensalife.lt

Atsijungti...

Sutikimas dėl duomenų tvarkymo

Sutinku, kad Compensa Life Vienna Insurance Group SE Lietuvos filialas, kodas 301135655, buveinės adresas Ukmergės g. 280, LT-06115 Vilnius, (toliau – Compensa Life) tvarkytų mano sveikatos duomenis, gautus iš manęs ar kitų asmenų su tikslu atlikti galimai draudžiamoji įvykio tyrimą ir kompensuoti mano draudžiamoji įvykio metu patirtas išlaidas.

SUTINKU

Informuojame, kad turite teisę bet kuriuo metu atšaukti savo sutikimą el. paštu dpo@compensalife.lt arba raštu (Ukmergės g. 280, LT-06115 Vilnius).

Nesutikus ar atšaukus sutikimą mes negalėsime tvarkyti sveikatos duomenų, todėl sveikatos draudimo kortelė gali būti neaktyvi, taip pat negalėsime kompensuoti Jūsų patirtų išlaidų. Daugiau informacijos apie asmens duomenų tvarkymą ir savo teises galite rasti Compensa Life Privatumo politikoje.

Kilus klausimų dėl asmens duomenų tvarkymo, galite kreiptis į Compensa Life duomenų apsaugos pareigūną el. paštu dpo@compensalife.lt arba raštu (Ukmergės g. 280, LT-06115 Vilnius).

PAREIŠKIMAI IR PATVIRTINIMAI:

Pažymėdama(-as) varnelę žemiau patvirtinu, kad

- visus Draudiko pranešimus ar bet kokią rašytinę informaciją, susijusią su draudimo sutarties vykdymu, tame tarpe draudimo išmokomis ir galimai draudžiamųjų įvykių tyrimu, pagelidauju gauti el. pašto adresu, kurį pateiksiu Draudikui;
- man buvo suteikta visa esminė informacija, susijusi su draudimo apsauga pagal sveikatos draudimo sutartį, kuria esu apdrausta(-as), įskaitant, bet neapsiribojant draudimo apsaugos apimtimi pagal pasirinktas draudimo programas, draudžiamuosius ir nedraudžiamuosius įvykius, mano pareigas vykdančią sutartį, draudimo išmokų mokėjimo sąlygas, ginčų sprendimo tvarką ir pan.;
- išsamiai ir atsakingai susipažinau su sveikatos draudimo sutarties, tame tarpe **draudimo taisyklių**, sąlygomis. Jos man yra suprantamos ir priimtinos, atitinka mano interesus. Įsipareigoju jų laikytis;
- esu informuota(-as), kad tam tikrų paslaugų kompensavimui reikalingas išankstinis rašytinis Draudiko sutikimas, todėl norėdamas kompensuoti su jomis susijusias išlaidas pagal draudimo sutartį, įsipareigoju pasirūpinti juo iš anksto.

PATVIRTINU

Sųsti prašymą

E-life

E-health

Mano sutikimai

Kortelės

Išlaidų istorija

Pateikti prašymą

Limitai

Registracija pas Partnerių gydytojus

Mano konsultantas:

Compensa Life
Tel.: 19111
info@compensalife.lt

Atsijungti...

Compensa Life > El. prisijungimai > E-health > Prašymas kompensuoti išlaidas

PRAŠYMO KOMPENSUOTI DRAUDIMO IŠLAIDAS PILDYMAS

Apdraustasis

Asmens kodas: XXXXXXXXXX

Vardas: Vardenė

Pavardė: Pavardenė

Tel. l. telefono numeris: 8 630 12345 *

El. paštas*: v.pavardene@gmail.com *

*Sutinku šiuo el. paštu gauti visą informaciją, susijusią su šiuo prašymu sveikatos draudimo išmokai gauti.

Draudimo išmokos forma

Prašome išmoką pervesti į: LT2173000105100000000000 *

Prašau kompensuoti išlaidas iš draudimo programos

Kortelės numeris: [dropdown] *

1. Įvykio data: [input] *

Įmonės, suteikusios paslaugą, pavadinimas: [input] *

Įmonės registracijos numeris: [input] *

Sąskaitos-faktūros numeris: [input] *

Sąskaitos, čekio suma: [input] EUR *

Prašau kompensuoti: [input] EUR *



E-life

E-health

Mano sutikimai

Kortelės

Išlaidų istorija

Pateikti prašymą

Limitai

Registracija pas Partnerių gydytojus

Papildoma pridėti įvyki:

Iš viso sumokėta: 0.00 EUR
Prašu kompensuoti, viso: 0.00 EUR

Postabos:
Nurodyti sveikatos draudimo programas, iš kurių prašote kompensuoti išlaidas

Pridėti dokumentą

Failų dydis neturi viršyti 10 MB. Failų formatai: .jpg, .jpeg, .pdf, .doc, .docx, .tiff, .png, .rtf

Pridėti failus...

Sutikimas dėl duomenų tvarkymo

Sutinku, kad Compensa Life Vienna Insurance Group SE Lietuvos filialas, kodas 301135655, buvimo adresas Ukmergės g. 280, LT-06115 Vilnius, (toliau – Compensa Life) tvarkytų mano sveikatos duomenis, gautus iš menės ar kitų asmenų sutikslu atlikti gelimai draudžiamojo įvykio tyrimą ir kompensuoti mano draudžiamojo įvykio metu patirtas išlaidas.

SUTINKU

Informuojame, kad turite teisę bet kuriuo metu atšaukti savo sutikimą el. paštu dpo@compensalife.lt arba raštu (Ukmergės g. 280, LT-06115 Vilnius).

Nesutikus ar atšaukus sutikimą mes negalėsime tvarkyti sveikatos duomenų, todėl sveikatos draudimo kortelė gali būti neaktyvi, taip pat negalėsime kompensuoti Jūsų patirtų išlaidų. Daugiau informacijos apie asmens duomenų tvarkymą ir savo teises galite rasti [Compensa Life Privatumo politikoje](#).

Kilus klausimų dėl asmens duomenų tvarkymo, galite kreiptis į Compensa Life duomenų apsaugos pareigūną el. paštu dpo@compensalife.lt arba raštu (Ukmergės g. 280, LT-06115 Vilnius).

LIMITS

The Limits item shows the limits for your health insurance program and the rate of your reimbursable costs.

E-life

E-health

Mano sutikimai

Kortelės

Išlaidų istorija

Pateikti prašymą

Limitai

Registracija pas Partnerių gydytojus

Compensa Life > El. prisijungimai > E-health > Sveikatos draudimo sumų patikrinimas

Limitai

Kortelės numeris: 94403906000008XXXXXX Rodyti

Limitai

Sveikatos draudimo kortelė: 94403906000008XXXXXX
Kortelės savininkas: XXXXXXXX XXXXXXXXXXXXXXXXXXXX
Kortelės būseną: Galioja
Galioja nuo: 2022-02-01 00:00:00
Galioja iki: 2023-01-31 23:59:59

Paslauga	Kompensacija	Likutis
Medicininės paslaugos	100%	0,00 EUR
Gydymas ir diagnostika	100%	197,00 EUR
Ambulatorinis gydymas ir diagnostika	100%	
Papildomos paslaugos valstybinėse ligoninėse	100%	
Stacionarinis gydymas valstybinėse ligoninėse	100%	



REGISTERING FOR AN APPOINTMENT WITH PARTNERS' PHYSICIANS

Clicking on the menu item Register for an Appointment with Partners' Physicians will redirect you to the partnering website at manodaktaras.lt where you can register for a doctor's appointment.

manodaktaras.lt

Емоційна підтримка Spec. pasiūlymai Pažovanok vizitą Pacientams Klinikoms Prisijungti

Compensa Life Viena Insurance Group
Compensa Life Viena Insurance Group sveikatos draudimo partneriai-gydymo įstaigos.

COMPENSA
VIENNA INSURANCE GROUP

Suraskite gydytoją ir užsiregistruokite vizitui

Gydytojas Paslaugos **NAUJA**

Klinika, gydytojas, specialistas

Visi miestai Compensa Life Viena Insurance...

Populiarūs pasiekimai

- Psychologas
- Videokonsultacija
- Akuseris ginekologas
- Alergologas
- Chirurgas
- Dermatologas
- Dietologas
- Kardiologas
- Masažuotojas
- Odontologas
- Oftalmologas | akių gydytojas
- Onkologas
- Šėimos gydytojas
- Urologas





Nušluostyk gripui nosį
Užsiregistruok skiepiui čia ir dabar
Registruotis

You can use your health insurance card as a convenient means to pay for reimbursable health insurance services provided to you by Compensa Life's partners. The partnering establishments are listed [here](#).

If you are unable to use your insurance card for payment at a partner's or if the healthcare establishment that you go to does not have a contract with Compensa Life, you will have to pay for the services out of your own pocket and then file an application to have the costs reimbursed.



DOCUMENTS TO BE SUBMITTED WITH AN APPLICATION FOR THE REIMBURSEMENT OF HEALTH CARE EXPENSES

Health insurance program	Required documents
 <ul style="list-style-type: none">• Outpatient treatment and diagnostics• Inpatient treatment• Aftercare treatment• Critical illness insurance	<p><u>Medical documents:</u></p> <ul style="list-style-type: none">• a copy of the consultation report from your physician or the hospital report <p><u>Financial documents:</u></p> <ul style="list-style-type: none">• an invoice• a payment document: a receipt from the register or a copy of the statement of the transaction (a printout from the online banking system) or a cash receipt
 <ul style="list-style-type: none">• Medicines and medical aids	<p><u>Medical documents:</u></p> <ul style="list-style-type: none">• a prescription or a copy of the consultation report from your physician with details of the medication prescribed <p><u>Financial documents:</u></p> <ul style="list-style-type: none">• an invoice (when the receipt does not specify the medicines purchased)• a payment document: a receipt from the register or a copy of the statement of the transaction (a printout from the online banking system) or a cash receipt
 <ul style="list-style-type: none">• Prophylactic medical check-ups, vaccines• Care during pregnancy• Optics	<p><u>Financial documents:</u></p> <ul style="list-style-type: none">• an invoice• a payment document: a receipt from the register or a copy of the statement of the transaction (a printout from the online banking system) or a cash receipt
 <ul style="list-style-type: none">• Dental services• Medical services• All services• Medical wellness services• Wellness services• OTC vitamins and medicines	<p><u>Financial documents:</u></p> <ul style="list-style-type: none">• an invoice• a payment document: a receipt from the cash register or a copy of the statement of the transaction (a printout from the online banking system) or a cash receipt• amounts of under EUR 80.00 can be claimed with only a receipt as proof, provided it clearly states the products or services purchased

* If the documents provided lack details and we are unable to assess whether the event qualifies as an insured event, we reserve the right to request additional documents of proof.

USEFUL LINKS

- The terms and conditions of health insurance and the appendix thereto (the description of health insurance programs) are available [here](#).
- More information about health insurance and the terms and conditions of health insurance and the appendix thereto (the description of health insurance programs) is available [here](#).
- Frequently asked questions by health insurance clients are available [here](#).

If you have any questions, please contact our client service department at:



(8 5) 250 4000

or



info@compensalife.lt

Sincerely,

Compensa Life Vienna Insurance Group SE Lithuania Branch