

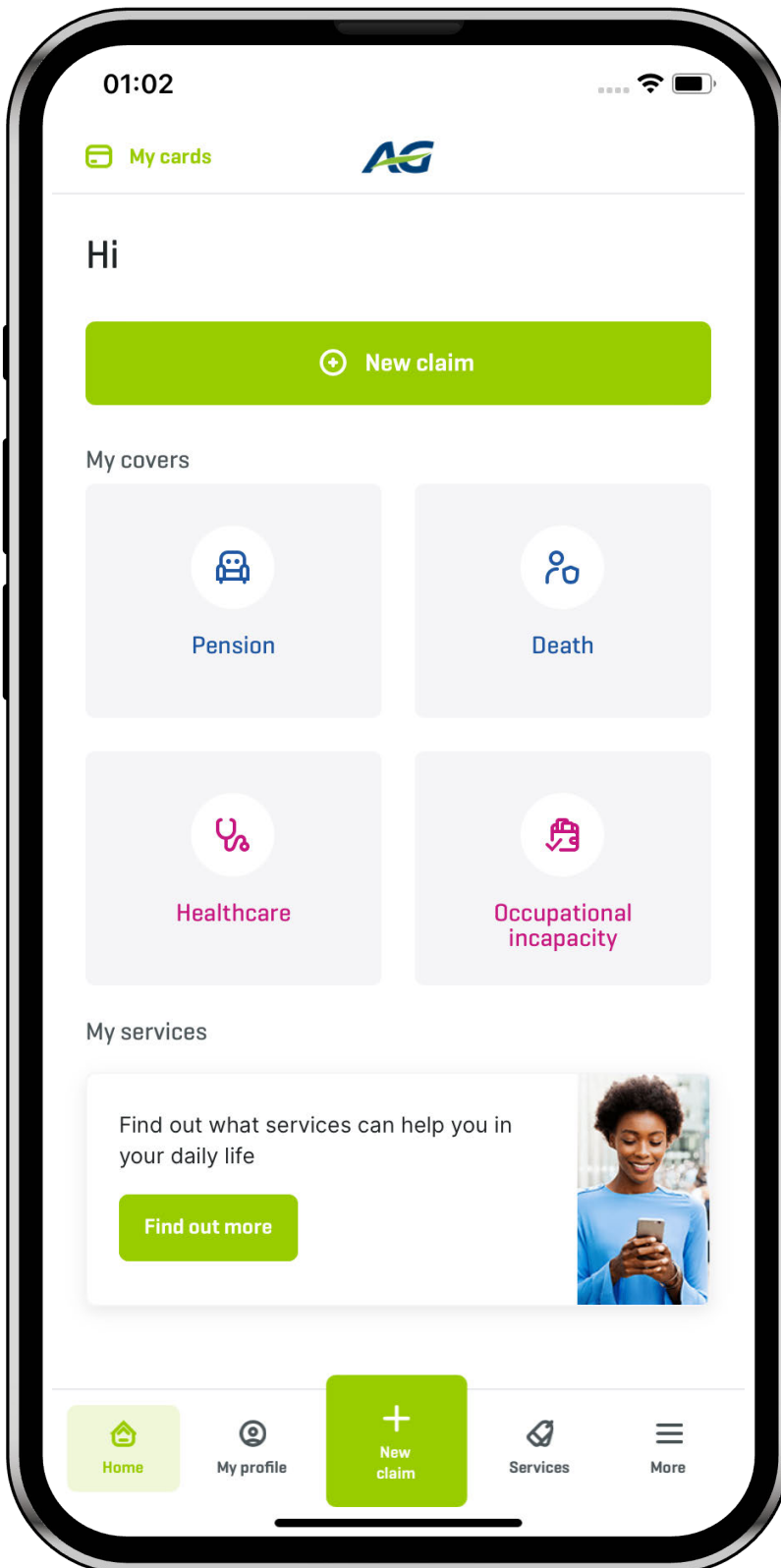
MyAG Employee Benefits



How do you use the
MyAG Employee Benefits-app?

Send in medical expenses

Send in medical expenses

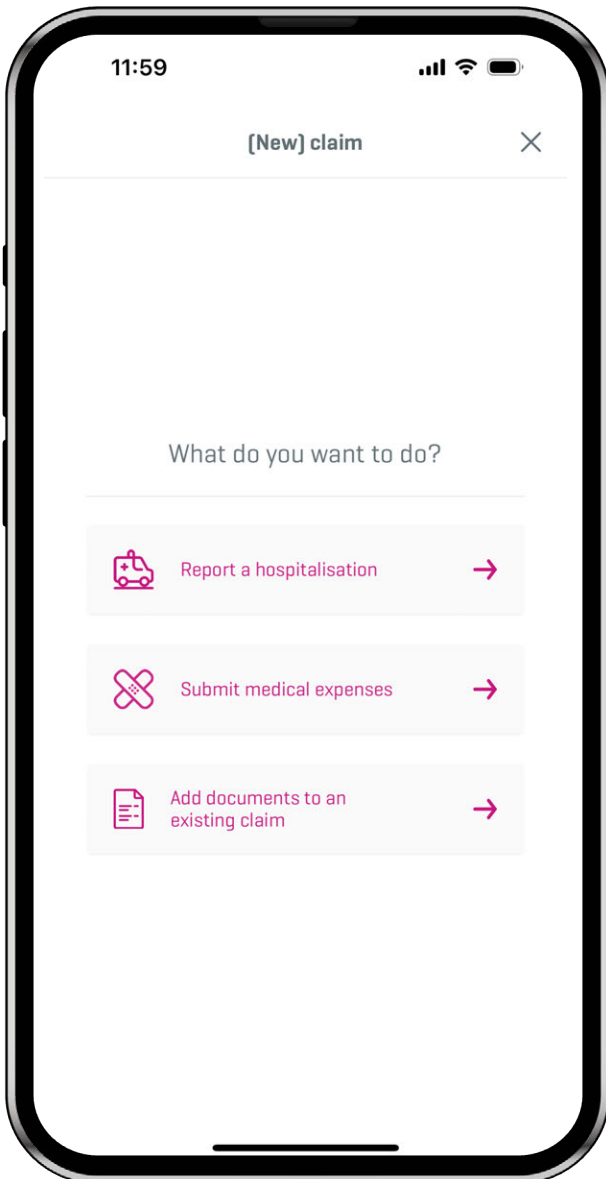


Reporting a hospitalisation or submitting medical expenses can be done via this button

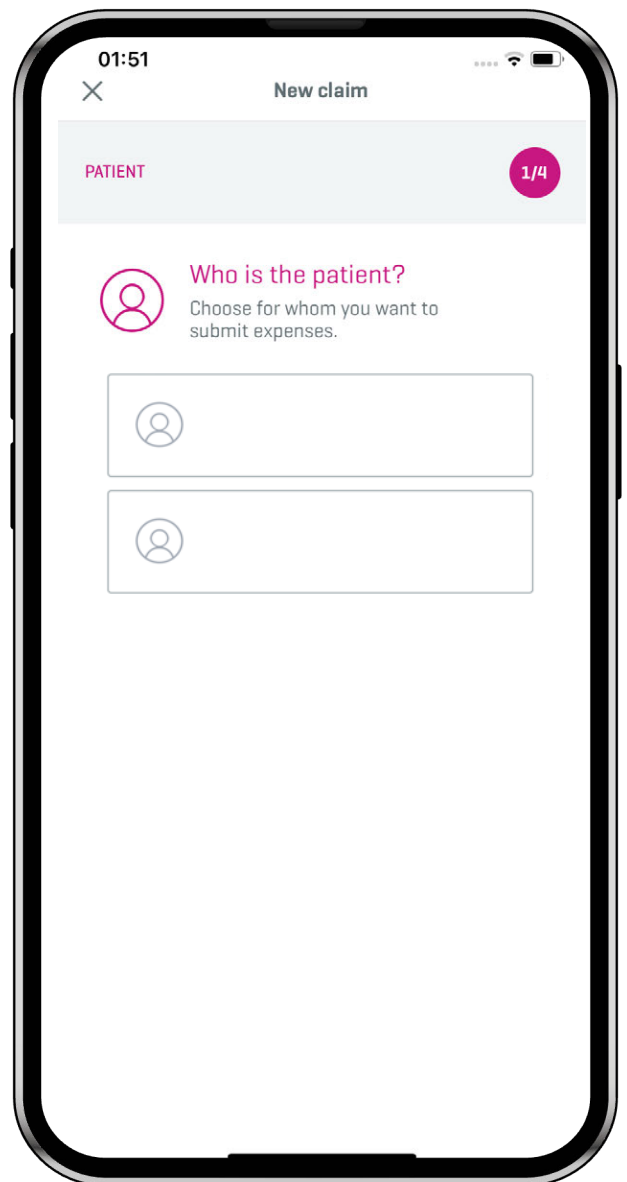


This can also be done at the bottom of the screen

Send in medical expenses



Click on "Submit medical expenses"



Select the patient
[who incurred the
expenses]

Send in medical expenses

14:29 4G

✕ Submit medical expenses

Type of expenses
Specify

You want to submit medical expenses associated with:

A hospital stay ☐
A hospital bill or pre-admission/post-discharge outpatient care expenses
[What kind of expenses can I submit?](#)

A critical illness ☐
Outpatient care expenses to treat a critical illness (e.g. cancer, diabetes) Unrelated to a hospital stay
[List of critical illnesses](#)

Other expenses ☐
Outpatient care expenses unrelated to a hospital stay or a critical illness
[What kind of expenses can I submit?](#)

< PREVIOUS **NEXT >**



Choose which type of expenses you want to submit. Not sure what we mean? Click on the blue link. A pop-up with more information will appear.

14:29 4G

✕ Tip: check the supporting documents

Check that each supporting document contains the following information:

- ☒ Insured's details
- ☒ Date
- ☒ Service code
- ☒ Description
- ☒ Amount paid
- ☒ For invoices: all pages

OK, GOT IT.

Follow the instructions and send in your expenses as directed



Send in medical expenses

→ Upload your expenses via photo or scan

← Having trouble? Read the tips for a high-quality photo or scan


Send in medical expenses

01:55

New claim

Add all proof of healthcare expenses for

Which costs can be submitted?



IMG_1688633724784.jpg

Check Delete

Allowed file types: jpg, png, pdf and bmp (max total: 80 MB)

ADD ADDITIONAL PROOF OF EXPENSES

1.0 MB 80 MB

[Tips for the perfect photo or scan](#)

Before going any further, make sure you've added all of the expenses for this person.

< PREVIOUS NEXT >



Add your additional expenses and click 'Next' once you have successfully uploaded your document

14:30 4G

Submit medical expenses

OVERVIEW 3/4

Patient
ADD YOUR ACCOUNTANTS

Attached supporting documents
1 supporting document linked to a hospital stay

Account number and contact details

Account number to which we can carry out the refund:
0000 0000 0000 0000

Modify

Email address where we can inform you about the refund:
0000000000@0000000000.00000000

Modify

< PREVIOUS SEND >

Check the data and click 'Send'



Send in medical expenses

14:31 4G

✕ Submit medical expenses

Account number to which we can carry out the refund:
XXXX-XXXX-XXXX-XXXX

Modify

Email address where we can inform you about the refund:
XXXX-XXXX-XXXX-XXXX@XXXX-XXXX-XXXX-XXXX.XXXXXX

Modify

☐ I (or the person for whom I am declaring) explicitly agree to the processing of my health data by AG Insurance and my authorized representatives for the purpose of describing the risk and/or handling the claim, including the establishment of statistics.

AG Insurance is controller for the processing of these data and undertakes to comply with its obligations under the applicable privacy legislation. More information can be found in [the privacy notice](#).

I have been informed about my right to withdraw my consent for the processing of my health data at any time. I acknowledge that in this case AG Insurance will be unable to perform the contractual relationship.

< PREVIOUS SEND >



Check the data
and click 'Send'

14:31 4G

✕ Submit medical expenses

CONFIRMATION 4/4

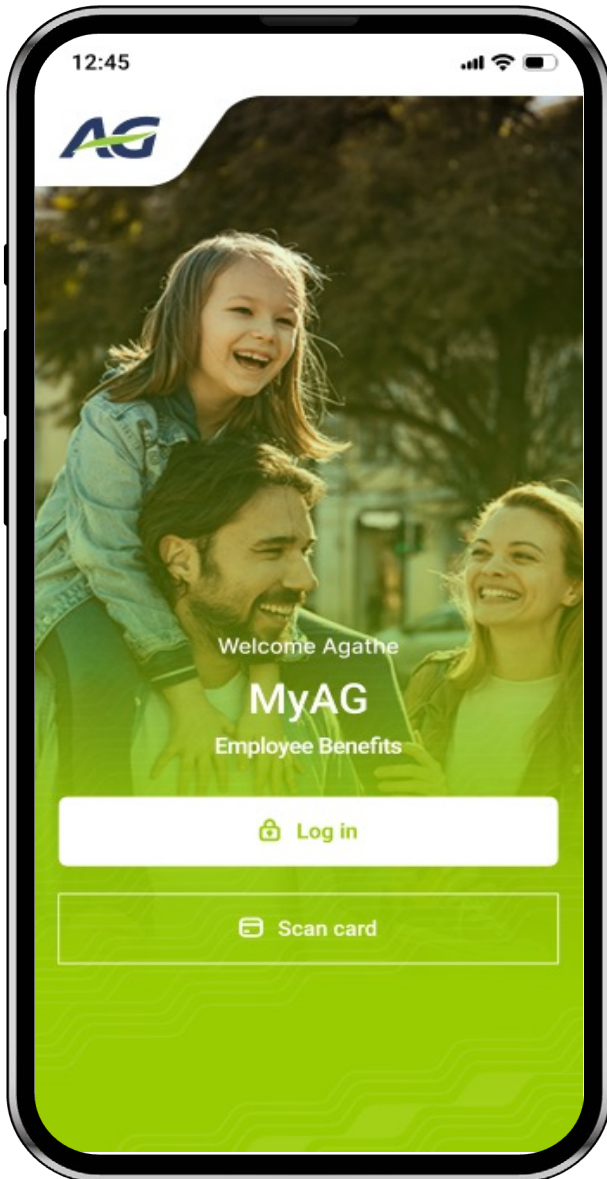
All expenses have been submitted

You'll find your claims and settlements under "My claims".

CLOSE

NEW CLAIM

Send in medical expenses through your pharmacy



Click on "Scan card" at the bottom of this screen (you can do this without being connected to the internet)



Your card and the card of your family members are now visible (swipe if necessary). Click on the card you wish to use, the barcode becomes visible

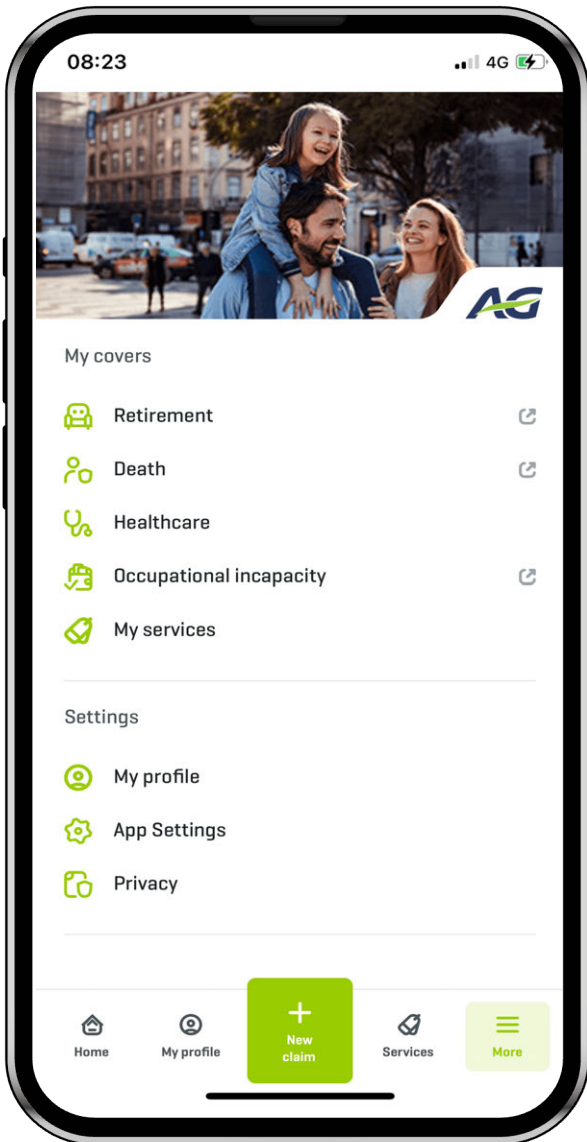


Send in medical expenses through your pharmacy

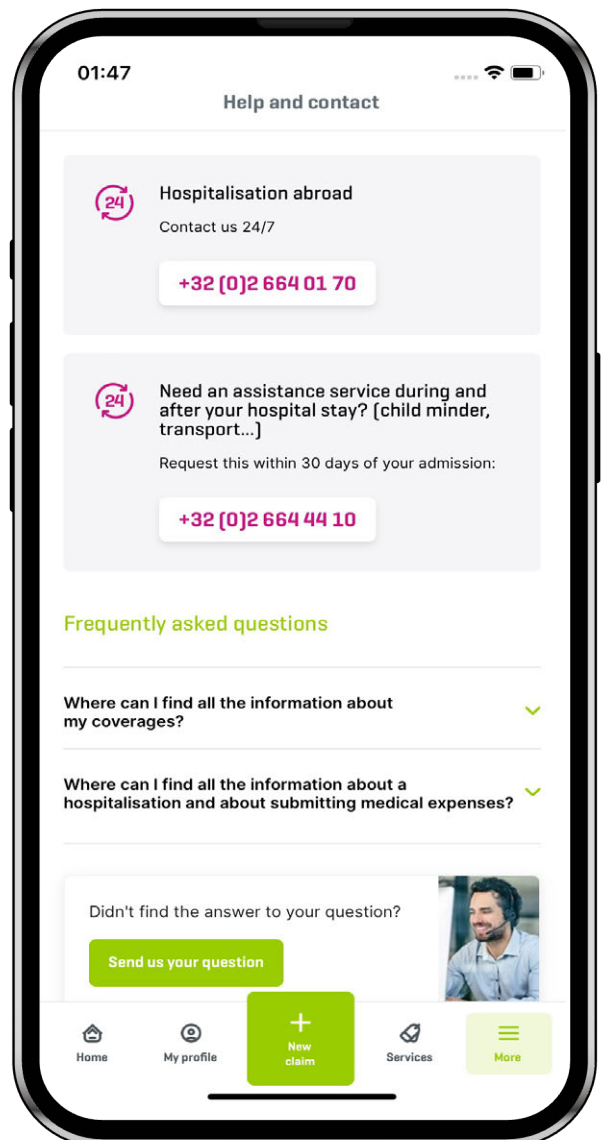


Scan the barcode at the pharmacy. Your medical expenses are transferred directly to AG [this way you enjoy a faster treatment of your medical expenses]

Questions?



Click on Help and Contact
[at the bottom of this screen]



You can find our FAQ here.
Can't find the answer to
your question?
Contact us via the "Send us
your question" button