



**HERITAGE
HEALTH**
We care about your health

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International Travel Benefit – what to do

Your International Travel Benefit is sourced from a third party as part of your benefits. It is important to contact the office of Heritage Health prior to leaving Namibia to enable you to gain benefits from the Travel Insurance benefit.

Following documents need to be submitted prior to the commencement of your travel

- ✓ Copies of your passports for all beneficiaries who have to be covered under the international travel insurance.
- ✓ Copy of the flight/travel itinerary and places to be visited.
- ✓ Travel Insurance form that needs to be obtained and collected at the Heritage Health office

While on holiday Things to remember while on holiday

- ✓ Always contact the 24 hour emergency medical assistance helpline on your travel insurance card
- ✓ Do not change your itinerary which you submitted at the time that you requested the Travel Insurance benefit, as you are only covered as per the international travel insurance cover issued to you by the Fund prior to your departure.
- ✓ Should you change your original traveling plans, you will not be covered for any other destination as indicated on the international travel insurance cover letter.
- ✓ Should you require medical assistance and should you have paid for such services then you are required to submit the invoices and the proof of payment when you return to Namibia.

Please ensure that the following information is disclosed on your invoices to enable payment consideration

- ✚ Diagnosis;
- ✚ Amount paid
- ✚ Name of facility where clinical service was acquired

Please Note: In a case of unforeseen circumstances and you have to stay longer, please submit a motivation letter as well as the request for extension of the international travel insurance. The maximum number of days per trip to be covered is 90 days per trip.