



COVID-TIME TRAVEL: TOP 10 FAQs

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1. Is the cost of a COVID-19 test for travelling covered?

NO

Taking a COVID-19 test to comply with government requirements for travel is **not a medical emergency** and therefore not covered

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2. If the country I want to travel to requires a vaccine passport, what can I use as proof?

The Canadian COVID-19 proof of vaccination is a reliable way to show proof of your COVID-19 vaccination history when travelling internationally and within Canada. This proof does not guarantee entry to another country. Before you travel, it is important to check the rules of your destination country and the countries you transit through. **Contact Allianz Global Assistance** for their pre-trip planning services. To obtain your proof of vaccination, please visit the Government of Canada website for instructions.



3. Does vaccination status impact my emergency medical coverage?

NO

Vaccination status **does not affect your eligibility** for emergency medical benefits. Coverage is nonetheless subject to standard policy limitations and exclusions (e.g. pre-existing condition exclusions)

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4. If I get COVID-19 and am hospitalized while travelling abroad, do I have coverage?

YES

The Travel Emergency Assistance Program contains **no specific exclusions for emergencies related to government travel advisories or COVID-19**. Coverage is nonetheless subject to standard limitations and exclusions (e.g. pre-existing condition exclusions)



5. If I test positive for COVID-19 while traveling and must quarantine abroad, am I covered for meals, accommodation, medical expenses, etc.?

NO

Quarantine is not considered a medical emergency, so these expenses are not covered.

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6. If I am fully vaccinated but received mixed doses, how will this impact my travel?

Countries have different positions on this and can change their approaches unexpectedly. Ask Allianz or the local public health authority if your vaccines will be accepted. Allianz pre-trip planning service can help create an informed and smooth travel experience



7. Does the Travel Emergency Assistance Program automatically coordinate with my home province to cover expenses?

YES

Following claim adjudication, Allianz automatically coordinates eligible claims with plan members' home province. The only action required by plan members is to sign and return their Allianz claim form

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8. If I am delayed getting my COVID-19 test for re-entry to Canada, are my expenses covered while I await negative test results?

NO

This is not a medical emergency, so any expenses would not be covered.



9. If my doctor says I am fit to travel, am I covered for emergency medical? I had a heart attack several months ago.

MAYBE

If you have a pre-existing medical condition and it has been stable in the three months prior to your departure date, you are covered.

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10. Should I pay out of pocket for a small claim or should I always call Allianz?

It's recommended to notify Allianz of your claim in real time **if you have the opportunity to do so**. For a small claim, if you are unable to contact Allianz and plan to pay-and-file, be sure to get receipt that includes (at minimum) patient name, name of facility or physician, date and description of services rendered and confirmation of payment amount.

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Important notes



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259 King Street East, Kingston, ON K7L 3A8 • 1 877 548-1881 • info@empire.ca • empire.ca