



Travel Health Insurance for Austria

Enjoy worry-free insurance coverage during your stay in Austria. Wiener Städtische has created a special package so that you can enjoy your valuable time here without worries.

The insurance covers the treatment of illnesses and consequences of accidents that occur during the insurance period (including acute attacks or relapses of pre-existing chronic or latent illnesses).

Our benefits at a glance:

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| Health insurance for travel to Austria without visa. | for 1 to 12 months |
| Health insurance for travel to Austria with visa and additional insurance coverage throughout the Schengen Area. | for 1 to 3 months |

Insurance coverage:

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| In the case of an application for direct billing: reimbursement of costs for the standard-class healthcare in public hospitals including the cost of transport to the nearest hospital | 100% |
| Reimbursement of expenses for medically necessary acute outpatient treatment by a physician (including prescribed drugs) | 100% |
| Rescue costs for NACA IV and above (injuries and illnesses that do not represent an acute risk to life, but where rapid development into a life-threatening condition cannot be excluded) in connection with an accident event | up to EUR 4,000.00 |
| Costs of ambulance transport for further treatment in a hospital in the vicinity of the place of residence | up to EUR 1,500.00 |
| If, due to illness or accident, an insured incurs higher than normal costs for travelling home (e.g. a person travelling by motor-vehicle being unable to drive, or use of an ambulance required), we will reimburse the additional costs for travel home to the place of residence using the least expensive means of transport recommended by the treating physician | 100% |
| Emergency repatriation <ul style="list-style-type: none"> • for the trip or flight home of the ill or injured person • for transport of an insured who has died during the insurance period to her/his former place of residence, provided the transport of the ill or deceased person has been arranged by our emergency assistance service, tel. +43 (0)50 350 357 (24-hour service) | 100% |

No insurance coverage:

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| Measures that are not directly needed to relieve illness, in particular rehabilitation measures, prophylactic vaccinations, cosmetic treatments, withdrawal treatments, therapeutic pedagogy (Heilpädagogik), speech therapy, physiotherapy and geriatrics | Not covered |
| Illnesses and the consequences of accidents occurring in connection with crisis or war events | |
| Curative treatments during trips that are taken against the recommendation of a physician | |
| Reimbursement of expenses for site-related therapeutic treatments (e.g. at spas, climate health resorts, high-altitude health resorts) and for obtaining therapeutic aids (e.g. eyeglasses, contact lenses, corsets, prosthetics) and all other apparatus and aids used for personal and nursing care | |
| Dental treatments that are not first aid directly intended for pain relief, and dental prostheses | |
| Termination of pregnancy, pregnancy examinations and delivery | |
| Consequences of accidents occurring due to active participation in sports competitions and matches, and associated training | |
| Illness and accidents due to misuse of alcohol and/or drugs | |
| Other liability exclusions indicated in the General Insurance Terms and Conditions | |

Insurance coverage based on RVA policy terms and conditions.

Ihre Sorgen möchten wir haben.



Location of coverage

You enjoy insurance coverage in Austria. For insured persons who require a visa to travel to Austria, the insurance cover applies throughout the Schengen Area. Within Austria, there is unrestricted insurance cover in the event of a pandemic-related infection. In the Schengen Area, there is no insurance cover for illnesses or the consequences of accidents that arise due to war or crisis events (such as pandemic-related infections) in regions for which a travel warning from the competent Austrian authority (level 5 or 6) has been issued or is in force.

Our Claims Service

In the event of a claim (including death),
please immediately contact:

our service hotline

Telefon: +43 (0)50 350 350

For rapid assistance in medical emergencies, please contact:

our emergency service

Phone: +43 (0)50 350 357

Direct contact information for our partner:

Tyrol Air Ambulance Ges.m.b.H.

Phone: +43/512/22 4 22

Address: A-6026 Innsbruck Airport

Telefax: +43/512/28 88 88

E-Mail: taa@taa.at

Tyrol Air Ambulance is available for you 24 hours a day.

What to do in the event of a claim

The insured person must notify the insurer of any hospital inpatient admissions exceeding seven days so that arrangements for potential return transport can be assessed. If the circumstances of the individual case mean that it is not possible to make such a notification, the notification must be made as soon it becomes possible. If this information obligation is breached, and if it would have been possible to transport the insured person, a claim for the treatments concerned may only be made up to the amount of the cost that would have been incurred by transport home arranged by the insurer.

Information for transport home

- Name and place of residence of the insured patient
- Date of birth of the insured patient
- Policy number of your online policy
- Nature and time of occurrence of the illness or accident injury of the insured patient, health status and possibility of transport (the cause of death must be provided for deceased persons)
- Name, address and telephone number of a contact person available in addition to the treating physician to provide information

Tyrol Air Ambulance will contact the treating physician and use this information to decide whether to perform transport.

Telephone and fax costs will be reimbursed!

Information valid as of June 2024

Insurance coverage according to the tariff RV General Insurance Terms and Conditions.

We are there for you.

For further information, please contact your Wiener Städtische advisor or contact us using the details below:

Serviceline 050 350 350

kundenservice@wienerstaedtische.at

[wienerstaedtische.at](https://www.wienerstaedtische.at)



Note: This leaflet provides brief, concise information on our products. It is not an offer in the legal sense. This leaflet has been carefully prepared, but the abbreviated information presented could lead to misunderstandings or incomplete understanding. For binding information, please refer to our complete offer documents, the policies, and their underlying insurance terms and conditions.