

# OONA GLOBAL SHIELD

Your Guide to Premium Healthcare Access  
& Effortless Claims Globally



# THE EASY WAY TO CLAIM ANYWHERE

With Oona Global Shield, protection follows you wherever life takes you—and claiming does too. Many of your benefits are cashless when you visit accredited providers in the Philippines—so there's no need to submit a claim at all. But when you do, it's digital, fast, and designed to make life simple.

## In this guide:



How to claim for medical care at home or abroad



How to request a Letter of Authority (LOA) for planned treatment



How to claim for travel, personal accident, and other benefits

It's everything you need to know to claim with confidence, no matter where you are. Just have these essential documents ready:

**1** Official receipt/payment verification

**2** Medical documentation

**3** Itemized statement (for inpatient care)

**4** Prescription documentation (when applicable)

**5** Banking details for direct reimbursement

**6** Overseas admission (reimbursement)

- a. Copy of passport, all pages, plane ticket or other travel documents
- b. Final Statement of Account (summary and itemized)
- c. Medical Records if applicable
- d. Discharge summary (include History of Present Illness), Operative Record
- e. Official receipts, service, sales invoice whichever applicable
- f. Laboratory or Biopsy result if applicable
- g. Incident report
- h. Valid ID
- i. Copy of Active Bank Account details

# INTRODUCING TWO EASY TRACKS: MEDIFLEX & OONA

## Medical Claims Through Mediflex



### Mediflex Track: LOA

Planned care? Request a Letter of Authority (LOA) through Mediflex.



### Mediflex Track: Medical Claim

Paid for treatment? Submit your claim online via Mediflex.

## Non-Medical Claims Through Oona



### Oona Claims Portal

For Travel, Personal Accident & Other Claims, submit your claim directly to Oona at [myoona.ph/claim/make-a-claim](https://myoona.ph/claim/make-a-claim).





# EASY GUIDE TO THE MEDIFLEX PORTAL

## HOW TO REQUEST A LETTER OF AUTHORISATION (LOA)

### STEP 1



Go to

[oona.mediflex.ph](https://oona.mediflex.ph)

and register your account if you haven't already.

### STEP 2



Once registered, enter your email and the One-Time Password (OTP) sent to you. No need to remember any passwords.

### STEP 3



Select "Request LOA", select whom this is for, and complete the form with your hospital, doctor, and treatment details.

### STEP 4



Review and submit.



You'll receive your LOA by email once approved.

## LOAs you can request through Mediflex:

### Consultation



General Practitioner (GP)



Specialist



Physiotherapy

### Procedure



Annual Physical Examination (APE)



Diagnostics



X-rays



Laboratory Tests

For planned care abroad, do contact us at least 15 working days before your procedure for pre-assessment.

## Help-desk Assisted Requests

If you cannot access the Mediflex portal, hospital personnel can request an LOA on your behalf by calling the Mediflex Helpdesk:



Trunkline: (02) 8779-6565

Globe: (0917) 881-1832 or (0917) 880-9673

# HOW TO MAKE A MEDICAL CLAIM

## STEP 1



Go to  
**[oona.mediflex.ph](https://oona.mediflex.ph)**  
and register your  
account if you  
haven't already.

## STEP 2



Once registered, enter  
your email and the  
One-Time Password (OTP)  
sent to you. No need to  
remember any  
passwords.

## STEP 3



Select "Request  
Reimbursement",  
confirm the details  
of whom it is for.

## STEP 4



Nominate your  
bank account for  
receipt of funds  
if you haven't  
already

## STEP 5



File the  
details of the  
reimbursement  
request.



**You'll receive an email confirmation and ticket number.  
Once approved, you will receive the funds in your nominated bank account.**



# EASY GUIDE TO THE OONA CLAIMS PORTAL

## HOW TO CLAIM FOR TRAVEL, PERSONAL ACCIDENT & OTHER BENEFITS

### STEP 1



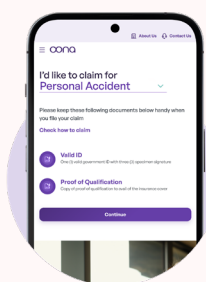
Go to

[myoona.ph/claim/make-a-claim](https://myoona.ph/claim/make-a-claim)

### STEP 2



Select the type of claim you'd like to make (e.g. travel inconvenience, personal accident)



### STEP 3



Upload your supporting documents – this may include receipts, police reports, medical certificates, proof of flight or baggage disruption, depending on the claim type

### STEP 4



Nominate your bank account to our claims officer for receipt of funds if you haven't



Everything is handled digitally—but your Oona Claims Team is just a call or message away if you need help.

## HELP WHEN YOU NEED IT

### Personal Accident

24/7 Roadside Assistance

(02) 8459 4727

Smart

0920 918 6242

Globe

0917 581 7175

Email

[maclaims@oona-insurance.com.ph](mailto:maclaims@oona-insurance.com.ph)

### Travel

24/7 Travel assistance (International)

(+00) 632 8459 4727

24/7 Travel assistance (Local)

(02) 8459 4727

Smart

0920 918 6242

Globe

0917 581 7175

Email

[travelclaims@oona-insurance.com.ph](mailto:travelclaims@oona-insurance.com.ph)

### Other Products

Email

[otherclaims@oona-insurance.com.ph](mailto:otherclaims@oona-insurance.com.ph)

# WITHIN PHILIPPINES

## PREMIUM HEALTHCARE ACCESS IN THE PHILIPPINES

With Oona Global Shield plan, your access to the care you need at home is unparalleled.

### In-Patient & Emergency Care

#### STEP 1



##### Visit an Accredited Hospital —

Go to any accredited hospital in our network. Present your Oona pass with a valid ID. For emergencies, proceed directly to the nearest facility.

#### STEP 2



##### Simple Verification —

The hospital coordinates with our team to confirm your eligibility. For covered services, we handle payment arrangements directly.

#### STEP 3



##### Cashless Treatment —

Receive care without upfront payment concerns for eligible services. Simply settle any personal or non-covered items upon checkout.

**For Better Service:** For planned admissions, notify us in advance for a smoother check-in process.

### Out-Patient Care

#### STEP 1



##### Visit an Accredited Provider —

Visit any of our network of accredited clinics and specialists and present your Oona pass and valid ID for verification.

#### STEP 2



##### Payment Process —

Out-patient services typically require initial payment. Ensure your selected specialist is accredited to enjoy the cashless benefit under the Gold and Silver tiers.

#### STEP 3



##### Simple Reimbursement —

Submit your documentation through our digital portal. Our team handles the rest while keeping you informed throughout the process.

# INTERNATIONAL CARE

## QUALITY HEALTHCARE ACCESS ABROAD

Whether you're travelling for business, leisure, or living abroad, your Oona Global Shield plan keeps you protected 24/7. Care received outside the Philippines is on a pay-first, claim-later basis — simply upload your receipts and medical documents in our digital portal for fast reimbursement.



### **Emergency hospitalisation & other in-patient emergencies —**

Settle the hospital charges, secure the itemised statement and medical reports, then upload them in our claims portal — once approved, eligible costs are reimbursed straight to your nominated bank account.



### **Travel emergencies & inconveniences —**

Obtain an official report from the airline, police, or relevant authority, gather all supporting documents, and file the claim under "Travel / Personal Accident" — after review, approved expenses are reimbursed to your nominated bank account.



### **Out-patient visits, ER treatment or tele-medicine —**

Settle the hospital charges, secure the itemised statement and medical reports, then upload them in our claims portal — once approved, eligible costs are reimbursed straight to your nominated bank account.





# CASHLESS CONVENIENCE

## YOUR CASHLESS BENEFIT GUIDE

Cashless access is available at our network of accredited providers for services included in your plan tier:

TYPE OF CARE	PLATINUM	GOLD	SILVER
<b>In-Patient Hospital Bills</b>	✓ Cashless regardless of doctor accreditation	✓ Cashless if doctor is accredited	✓ Cashless if doctor is accredited
<b>In-Patient Doctors' Fees</b>	✓ Cashless regardless of doctor accreditation	↻ Reimbursable if doctor is not accredited	↻ Reimbursable if doctor is not accredited
<b>Out-Patient Emergency Room</b>	✓ Cashless at accredited hospitals	✓ Cashless at accredited hospitals	✓ Cashless at accredited hospitals
<b>Out-Patient Care</b>	↻ Reimbursable only	✓ Cashless if doctor is accredited	✓ Cashless if doctor is accredited
<b>Out-Patient Follow-Up</b>	✓ Cashless for 90 days post-hospitalization at accredited providers	✗ Not covered	✗ Not covered
<b>Out-Patient Medicine</b>	✓ Reimbursable for 90 days post-hospitalization	✗ Not covered	✗ Not covered

✓ Cashless = No upfront payment required at accredited providers

↻ Reimbursable = Initial payment followed by prompt reimbursement

✗ Not covered = Not included in your plan benefits

**Helpful Tip:** For scheduled admissions, contact our Care Team in advance to improve coordination and speed up your admission process.

