



International Healthcare Plans for Mexico

Valid from 1st August 2021

Please note that these plans are only available to those who are resident in Mexico.

Table of Benefits

Reasons to choose us



A culture of care

We're proud of the personal touch, empathy and determination we bring to global healthcare.



Three comprehensive plans: choose the option that best suits your needs and budget.



We're sticking around: financially strong company with A+ Superior, A.M. Best rating.

We'll take care of it

You will have access to quality healthcare through our 'always on' support. We find solutions. We make it happen.



Keeping it simple: automatic renewal every year - hassle free for you and your family.



Simple direct billing service: we'll settle the medical bill directly with the provider for most in-patient treatments.



A human approach to service: 24/7 multilingual Helpline and Emergency Assistance services.

A better quality of life

We designed services to help you live a longer and healthier life.



Be well: access to health and wellbeing benefits, including digital health apps - helping you to stay healthy.



Comprehensive cover: comprehensive Out-patient plans (specialist fees and diagnostic tests, generous cover for alternative treatment and physiotherapy).



Digital solutions: MyHealth Digital Services - to give you easy and convenient access to your cover.

Closer to you

Making sure you have access to the right care.



Global network: large network of over 900K - and growing - quality medical providers.



The right help at the right time: access to Expat Assistance Programme: Whether it's help buying a home, handling a legal dispute or coping with cultural shock, we offer consultations to help you answer questions and reach your goals.



Being informed, being safe: access to Travel Security Services: Talk to a security specialist for any safety concerns associated with a travel destination.

Treatments and costs marked with an asterisk (*) require pre-approval through submission of a Treatment Guarantee Form. Details of our Treatment Guarantee process can also be found in our Benefit Guide.

Benefits marked with a ✓ are covered in full, subject to the maximum plan benefit.

Maximum benefits and deductible options

	First Choice	Control Connect	Precision Connect
Maximum plan benefit	US\$9,000,000	US\$3,000,000	US\$1,500,000
Deductible options per person per Membership Year	US\$500/US\$1,000/US\$2,000/US\$5,000/US\$10,000/US\$20,000		

Core Plans








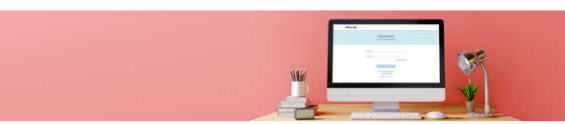



Core Plan Benefits	First Choice	Control Connect	Precision Connect
Hospital accommodation (private room)*	✓	✓	✓
Intensive care*	✓	✓	✓
Prescription drugs and materials* (in-patient and day-care treatment only) (prescription drugs are those which legally can only be purchased when you have a doctor's prescription)	✓	✓	✓
Surgical fees, including anaesthesia and theatre charges*	✓	✓	✓
Physician and therapist fees* (in-patient and day-care treatment only)	✓	✓	✓
Surgical appliances and materials*	✓	✓	✓
Diagnostic tests* (in-patient and day-care treatment only)	✓	✓	✓
Organ transplant*	US\$2,000,000	US\$800,000	US\$500,000
Psychiatry and psychotherapy* (in-patient and day-care treatment only)	✓	Not covered	Not covered
Accommodation costs for one parent staying in hospital with a member aged under 18*	✓	US\$350 per night up to 30 nights	US\$250 per night up to 30 nights
Emergency in-patient dental treatment (We won't apply a deductible for this benefit)	✓	✓	✓
Day-care treatment*	✓	✓	✓
Kidney dialysis*	✓	✓	✓
Out-patient surgery*	✓	✓	✓
Nursing at home or in a convalescent home* (immediately after or instead of hospitalization)	US\$200 per day, max. 30 days	US\$120 per day, max. 30 days	US\$100 per day, max. 30 days
Laser eye treatment	US\$1,350	Not covered	Not covered
HIV/AIDS treatment (24 months waiting period applies)	US\$200,000	US\$125,000	US\$50,000
Rehabilitation treatment* (in-patient, day-care and out-patient treatment; must commence within 14 days of discharge after the acute medical and/or surgical treatment ceases)	US\$20,000	US\$12,000	US\$12,000

Core Plan Benefits	First Choice	Control Connect	Precision Connect
Local ambulance (We won't apply a deductible for this benefit)	US\$3,000	US\$3,000	US\$1,500
Medical treatment needed as a result of an accident (Which requires in patient admission of more than 24h. We won't apply a deductible for the first admission to hospital if it lasts more than 24h. However, we will apply the deductible for any subsequent treatments you may need after being discharged from hospital. All treatments of less than 24h will be covered under the outpatient plan)	✓	✓	✓
Medical evacuation* (We won't apply a deductible for this benefit)	✓	✓	US\$ 100,000
• Where necessary treatment is not available locally, we will evacuate the insured person to the nearest appropriate medical center*	✓	✓	✓
• Where ongoing treatment is required, we will cover hotel accommodation costs*	✓	✓	✓
• Evacuation in the event of unavailability of adequately screened blood*	✓	✓	✓
• If medical necessity prevents an immediate return trip following discharge from an in-patient episode of care, we will cover hotel accommodation costs*	Max. 7 days	Max. 7 days	Max. 7 days
Expenses for one person accompanying an evacuated person* (We won't apply a deductible for this benefit)	US\$3,750	US\$3,000	US\$3,000
Travel costs of insured family members in the event of an evacuation* (We won't apply a deductible for this benefit)	US\$2,800 per event	US\$2,000 per event	US\$2,000 per event
Repatriation of mortal remains* (We won't apply a deductible for this benefit)	✓	US\$20,000	US\$20,000
Travel costs of insured family members in the event of the repatriation of mortal remains* (We won't apply a deductible for this benefit)	US\$2,800 per event	US\$2,000 per event	US\$2,000 per event
CT and MRI scans (in-patient and out-patient treatment)	✓	✓	✓
PET* and CT-PET* scans (in-patient and out-patient treatment)	✓	✓	✓
Oncology* (in-patient, day-care and out-patient treatment)	✓	✓	✓
• Purchase of a wig, prosthetic bra or other external prosthetic device for cosmetic purposes	US\$270 per lifetime	US\$270 per lifetime	US\$270 per lifetime
Preventative surgery* (in-patient and out-patient treatment)	US\$25,000	US\$15,000	US\$7,500
Palliative care*	US\$25,000	US\$10,000	US\$10,000
Long term care*	Max. 90 days per lifetime	Not covered	Not covered
Routine maternity* (in-patient and out-patient treatment) The following waiting period applies: - 10 months for policies with two adults (we don't consider dependant children as adults, even if they are over 18) - 24 months for policies with one adult member We won't apply a deductible for this benefit, where the deductible selected is below or equal: - US\$2,000	US\$10,000	US\$5,500	Not covered
Stem cell storage* (in-patient treatment) (cost covers extraction and one year stem cell preservation)	US\$2,000 per covered pregnancy (included within Routine maternity benefit)	US\$2,000 per covered pregnancy (included within Routine maternity benefit)	Not covered
Newborn care	✓	✓	Not covered

Core Plan Benefits	First Choice	Control Connect	Precision Connect
<p>Complications of pregnancy* (in-patient and out-patient treatment) The following waiting period applies:</p> <ul style="list-style-type: none"> - 10 months for policies with two adults (we don't consider dependant children as adults, even if they are over 18) - 24 months for policies with one adult member 	US\$1,000,000 per pregnancy	US\$500,000 per pregnancy	Not covered
<p>Complications of childbirth* (in-patient treatment) The following waiting period applies:</p> <ul style="list-style-type: none"> - 10 months for policies with two adults (we don't consider dependant children as adults, even if they are over 18) - 24 months for policies with one adult member 	US\$12,500 no deductible applicable	US\$10,000 no deductible applicable	Not covered
Donor medical costs	US\$50,000	US\$50,000	US\$50,000
<p>Congenital and/or hereditary disorders:</p> <ul style="list-style-type: none"> - conditions diagnosed before age 18 - conditions diagnosed after age 18 	<p>US\$250,000</p> <p>Up to plan limit</p>	<p>US\$100,000</p> <p>Up to plan limit</p>	<p>US\$50,000</p> <p>Up to plan limit</p>

Core Plan Services

  <p>Expat Assistance Programme** offers access to a range of 24/7 multilingual support services as follows:</p> <ul style="list-style-type: none"> • Confidential professional counselling (in-person, phone, video, on-line chat and email) • Legal and financial support services • Critical incident support • Wellness website access 	Services available	Services available	Services available
  <p>Travel Security Services** offers 24/7 access to personal security information and advice for all your travel safety queries. This includes:</p> <ul style="list-style-type: none"> • Emergency Security Assistance Hotline • Country intelligence and security advice • Daily security news updates and travel safety alerts 	Services available	Services available	Services available
  <p>HealthSteps App** Allianz Care's digital fitness app which encourages lifestyle and behavioural changes for a fitter and healthier you.</p>	Services available	Services available	Services available
  <p>MyHealth Digital Services</p> <ul style="list-style-type: none"> • Manage your cover with our app or portal, anytime, anywhere, online and offline • Submit and track progress of claims • Access your policy documents, health services, payment details and more 	Services available	Services available	Services available

Core Plan Benefits	First Choice	Control Connect	Precision Connect
 <p>Medi24** talk to a nurse on the phone on a wide range of health topics – available 24/7. Not a Freephone number.</p>	Services available	Services available	Services available

** These services are provided by third party providers. They are made available to you subject to your acceptance of our terms and conditions. They are also subject to AWP Health & Life Services Limited terms as they appear on our HealthSteps App. You understand and agree that AWP Health & Life SA (Irish Branch) and AWP Health & Life Services Limited are not responsible or liable for any claim, loss or damage, directly or indirectly resulting from your use of the above named services.

Out-patient Plans



Out-patient Plan Benefits	First Choice	Control Connect	Precision Connect
Medical practitioner fees	✓	✓	✓
Prescription drugs (Prescription drugs are those which legally can only be purchased when you have a doctor's prescription)	✓	✓	US\$5,000
Specialist fees	✓	✓	✓ max. 15 visits
Second medical opinion*	✓	✓	✓
Specialized out-patient drugs*	✓	✓	US\$20,000
Diagnostic tests	✓	✓	✓
Prescribed physiotherapy	✓ max. 20 visits	✓ max. 15 visits	✓ max. 15 visits
Chiropractic treatment, osteopathy, homeopathy, Chinese herbal medicine, acupuncture and podiatry (max. 12 sessions per condition for chiropractic treatment and max. 12 sessions per condition for osteopathic treatment, subject to the benefit limit)	US\$1,500	US\$1,000	US\$500
Prescribed speech therapy, oculomotor therapy and occupational therapy	US\$1,500	US\$1,000	US\$500
Health and wellbeing checks including screening for the early detection of illness or disease Checks are limited to: <ul style="list-style-type: none"> Physical examination Blood tests (full blood count, biochemistry, lipid profile, thyroid function test, liver function test, kidney function test) Cardiovascular examination (physical examination, electrocardiogram, blood pressure) Neurological examination (physical examination) Cancer screening <ul style="list-style-type: none"> Annual pap smear Mammogram (every two years for women aged 45+, or younger where a family history exists) Prostate screening (yearly for men aged 50+, or younger where a family history exists) Colonoscopy (every five years for members aged 50+, or 40+ where a family history exists) Annual faecal occult blood test Bone densitometry (every five years for women aged 50+) Well child test (for children up to the age of six years, up to a maximum of 15 visits per lifetime) BRCA1 and BRCA2 genetic test (where a direct family history exists) 	US\$650 We won't apply a deductible for this benefit	US\$400 We won't apply a deductible for this benefit	US\$200 We won't apply a deductible for this benefit

Out-patient Plan Benefits	First Choice	Control Connect	Precision Connect
Psychiatry and psychotherapy	✓ max. 25 visits	Not covered	Not covered
Prescribed medical aids	✓	US\$4,000	US\$2,000
Prescribed glasses and contact lenses including eye examination	USD\$250	Not covered	Not covered
Dietician fees	✓ max. 4 visits	Not covered	Not covered

Additional benefits (only available in Mexico)

You also have access to a dental plan and our “Easy living” assistance services under the First Choice, Control Connect and Precision Connect plans. These benefits are only available in Mexico. For further information, please refer to the General Conditions for our International Healthcare Plans for Mexico: <https://www.allianz.com.mx/documentos>

Additional information

Congenital and hereditary conditions

Congenital and hereditary conditions are covered up to the maximum plan limit. However, for members under the age of 18, this is limited to US\$250,000 per insurance year (First Choice) , US\$100,000 per insurance year (Control Connect) or US\$50,000 per insurance year (Precision Connect). The pre-existing conditions clause is applicable for congenital and hereditary conditions.

Treatment in the USA

You have access to an exclusive network of medical facilities and healthcare providers in the USA on a direct billing basis (in-patient & Day-care treatment only). You are not restricted to using this network. However, if you have a Control Connect plan and choose a provider outside of the network, we will only reimburse 60% of the medical expenses. If you have a Precision Connect plan and choose a provider outside of the network, it is not covered and we will not be eligible for reimbursement. A full list of providers in this network is available online:

If you have “Worldwide” cover and wish to locate a medical provider in the USA, simply contact us on our USA number: (+1) 800 541 1983 (toll-free from the USA). Alternatively, you can request a call back. Simply click on “Contact me” at azcMexico.globalexcel.com and follow the instructions on screen.

Area of cover

Your area of cover is Worldwide (cover is not provided in sanctioned countries).


Talk to us, we love to help!

If you have any queries, please do not hesitate to contact us:

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To download the General Conditions for our International Healthcare Plans for Mexico, please visit:

<https://www.allianz.com.mx/documentos>

To access the Directory of Agents in Mexico, please visit:

<https://www.allianz.com.mx/servicios/consultas/directorio-agentes.html#> (only available in Spanish)

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