DKV

AUTHORIZATIONS

Activa DKV app Guide

Health activists

PRESENTATION

In DKV we are Health activists. That's why we want to make your life easier and help you to feel better.

With this guide we want you to see all possibilities offered by the App Activa DKV. In this way, you will login and manage your health policy procedures in a simple and fast way. Moreover, you will know all services offered by your policy, so you can benefit fully from it.

Next, we will show you step by step how to access to every section so the registration and the beginning of its use will be as simple as possible!

DOWNLOAD ACTIVA DKV   **DKV EXPLANATORY VIDEO**

IF YOU HAVE DOUBTS...
WE WANT TO HELP YOU WITH
OUR SUPPORT CHANNELS!

WhatsApp channel:
Contact to our support staff.
Please, click on **www.dkv.es/whatsapp** or save the phone number
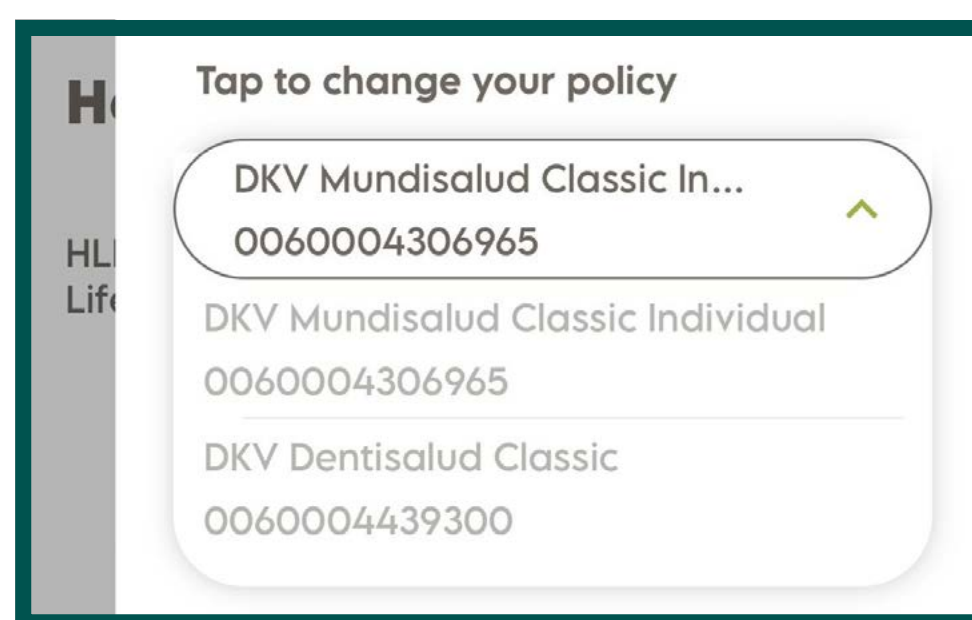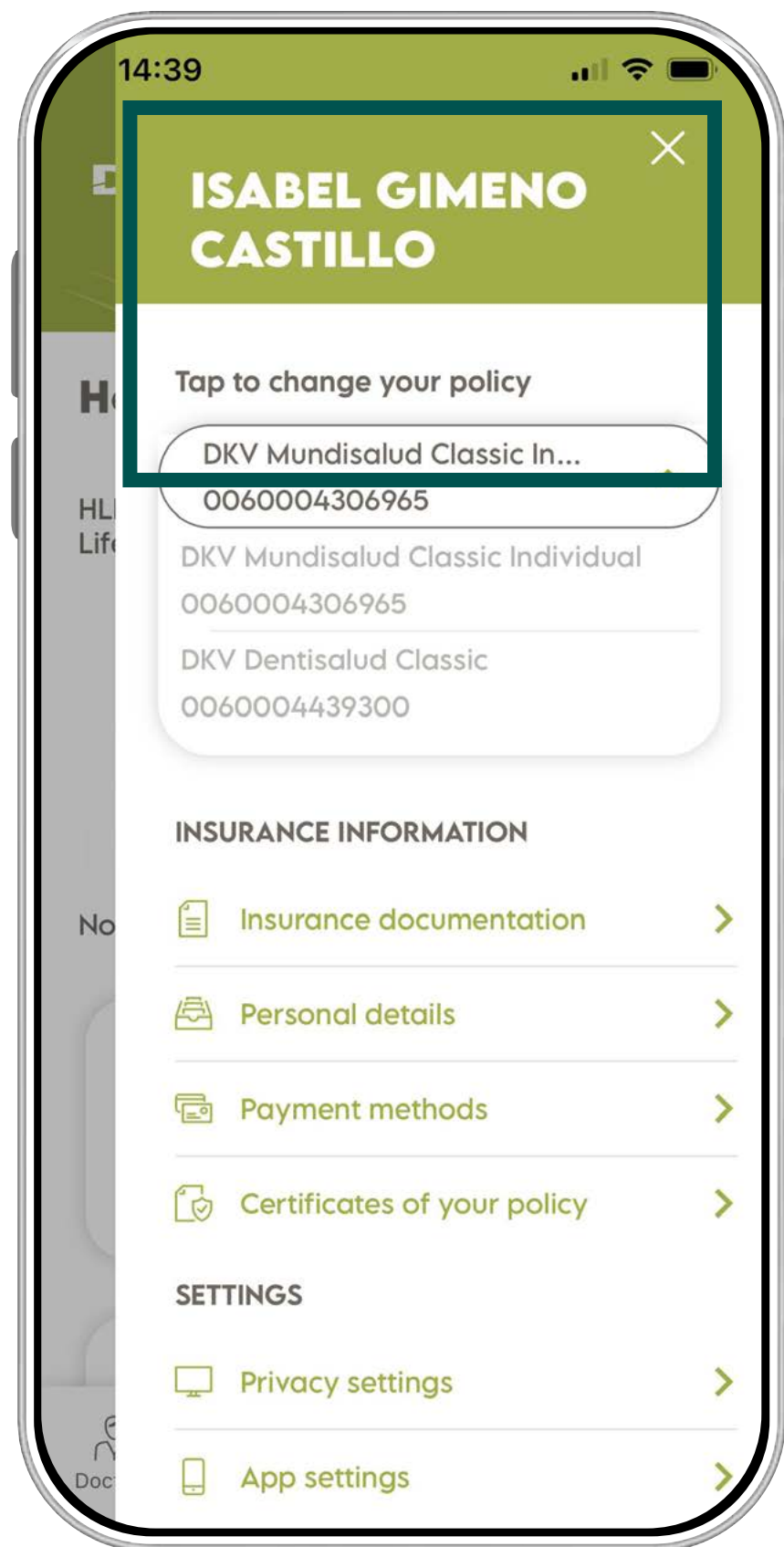**+34 960 160 602** and directly chat to them.

Activa app Support

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atencionclientedigital@dkvseguros.es

BEFORE ASKING FOR AN AUTHORIZATION...

If you have more than a policy, you should choose the one you wish to use to ask for the authorization.

To switch and select the policy, please, follow these steps:

1. Tap the button placed at the top right part of the screen, the human-shaped icon.

2. A sidebar menu will be displayed.

3. Select the policy you want to use.

4. Close the sidebar.

5. Click on the button "**Procedures**".

REMEMBER

In the Activa DKV functions will depend on the type of the policy selected.

If you need further information, contact with our Support Team by Whatsapp DKV or through the app wall.

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TYPES OF AUTHORIZATIONS

If your doctor prescribes you a test or a surgery, you should know before if they need an authorization. There are tests, treatments or surgeries that do not require authorization, such as blood tests, X-rays, etc. However, there are others, such as all hospital admissions, which do it.

To find out if the test or the surgery requires an authorization, please, request it, and in two steps we will give you an answer.

If you need further information about that, contact us by our support channels, by Whatsapp DKV or through the app wall.

IT DOES NOT NEED AN AUTHORIZATION

Next, we show you the two steps:

1. Type the insured person details: **Name, contact telephone number, email, and place where the test will be done. (province).**

2. Look up among the most demanded tests (Picture 2) or through the **"Test Searcher"** (Picture 3).

2. Type your personal details and the province.

3. Search by test or surgery.

4. The test does not need authorization!

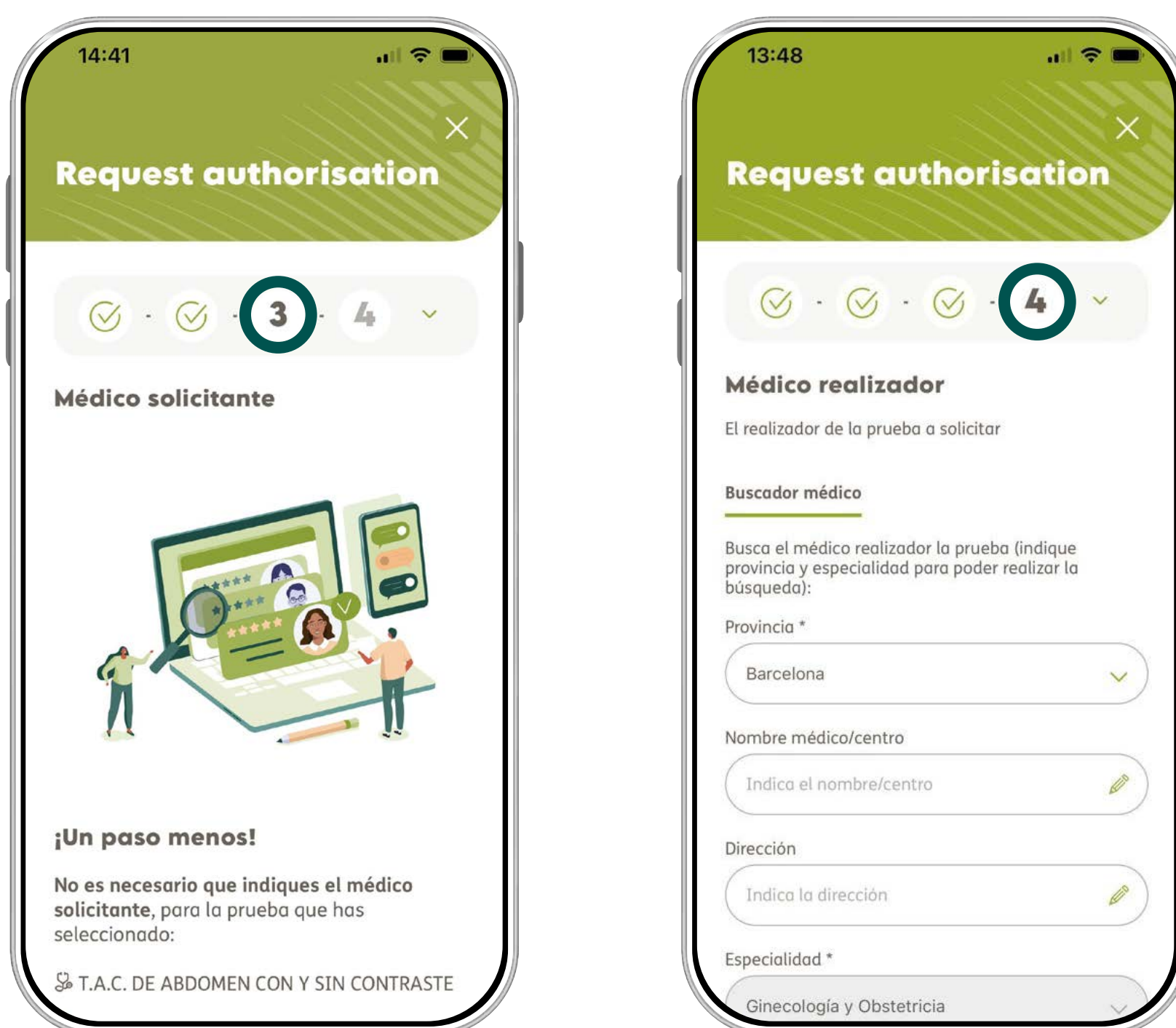**Activa app Support**

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If you got this far and it is shown this screen (Picture 4) in your mobile phone, it means that your test or surgery **needs no authorization**. Please, call to the medical centre to make an appointment.

I DO NEED AUTHORIZATION

If you have reached the second step and you do not receive: **"Your test does not need authorization"** (Picture 4), go on with the procedure:

1. Select the type of **test** or the **kind of surgery** to be done. Click on the button **"Next."**

2. Search and select the **prescriber doctor** (medical centre or medical doctor that has requested the test or surgery), and next, the **practitioner doctor** (the medical centre or the doctor where you will do the test or surgery) (Picture 2).

3. Once the form has been completed, **you have already requested your authorization!**

2. Search and select the prescriber and the practitioner, if necessary.

> **REMEMBER**
>
> To request the authorization, you should type:
>
> • The province.
>
> • The speciality.
>
> • And click on "Next."
>
> You will receive a notification to your email that confirms that you have properly requested an authorization.
>
> If you cannot find the professional o medical centres, contact to our support team by Whatsapp DKV or through the app wall.

CHECK THE STATE OF YOUR AUTHORIZATION

Login to the Activa DKV app and check the estate of your authorization. There are four estates: **EG** (Processing), **EM** (Issued), **DN** (Declined) and **Application Information**:

1.PROCESSING- (EG)	2. ISSUED – (EM)	3. DECLINED (DN)	4. APPLICATION INFORMATION

HOW CAN I ATTACH THE ADDITIONAL INFORMATION?

If you receive an email or a notification to your mobile phone where it is requested further information, you can attach it from the app. To do it, please, follow these steps:

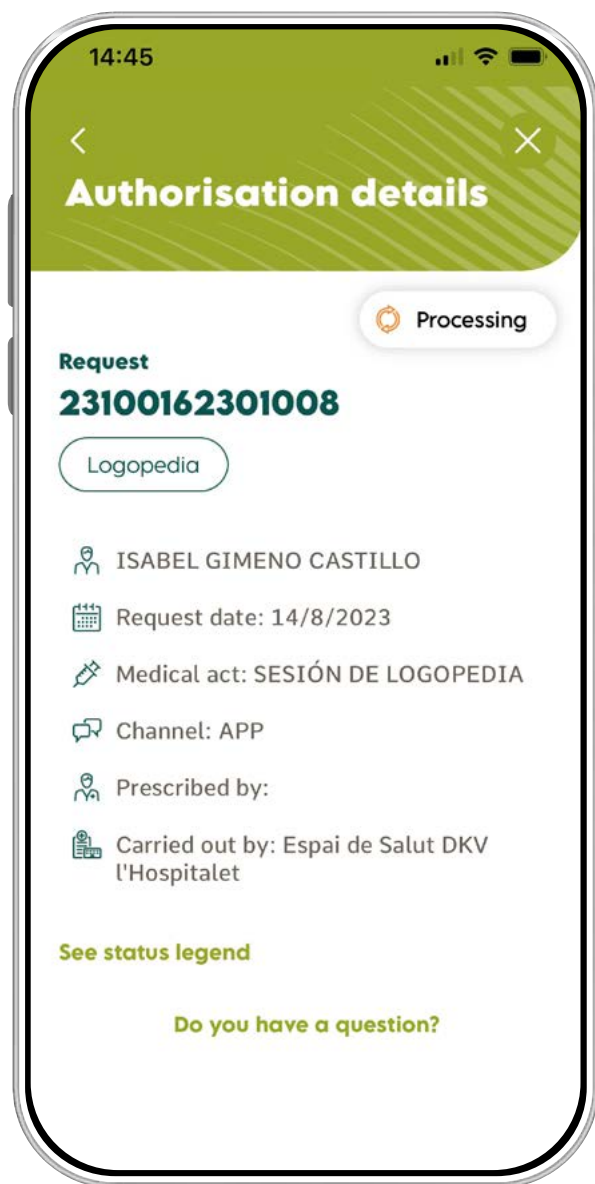1. In the button menu, tap **"Procedures,"** and then, the tab **"Authorizations"**.

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2. 2.Go to the authorization records, select the correct one, and click on the button **"Application information."** The authorization will be displayed in full.

3. Tap **"Add document."** Enclose the slip or prescription from the Photo library or you can also take a photo at the same moment.

4. To finish, click on **"Add document."**

2. Detail of the authorization.
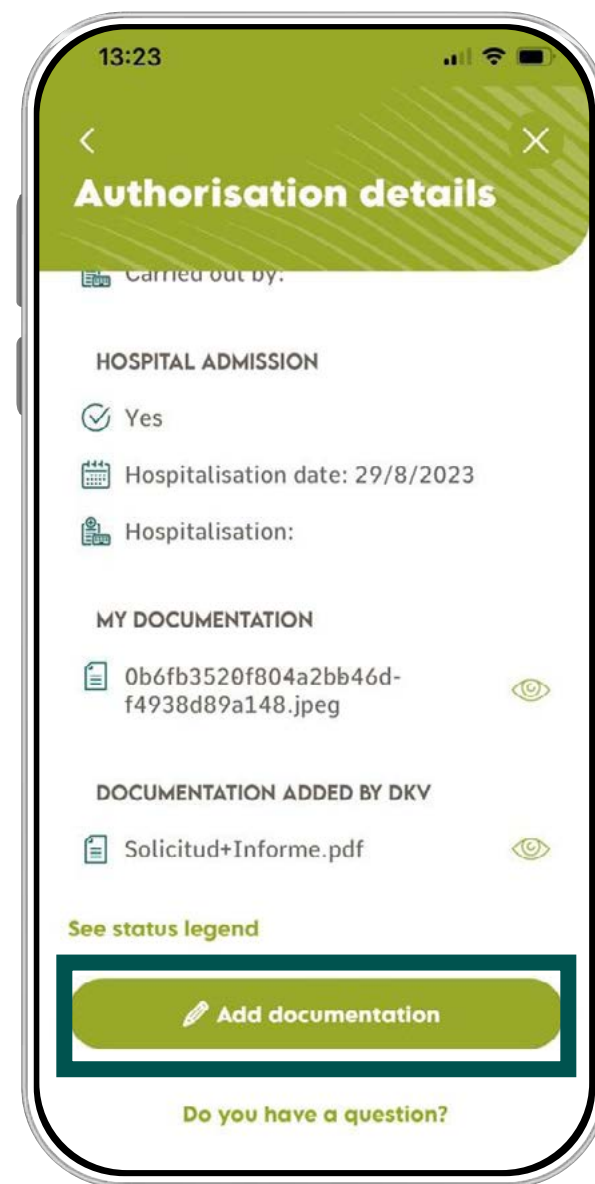
3. Add the document/s requested.

NOTE

To visualize the authorization, tap the "eye", and, to open it in PDF, write down the password with your ID number (with cap letters and with no spaces).

If the insured person has uninformed ID document, he should enter the first letter of his surname in cap letters followed by the birth date with this format: YYYYYMMDD (E.g., if the surname is "Smith" and the birth date is 11/10/1990, the password should be: "S19901011").

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HOW CAN I MODIFY ANY REQUESTED AUTHORIZATION?

If you need to carry out some kind of modification, choose the authorisation or the authorisation request that you wish to change, and tap "**Do you have a question?** Then, tap "Telephone" to speak with our Authorization Team, so they can clear you up all your doubts.

OTHER INTERESTING GUIDES...

> **Login & Register**

> **Medical List**

> **Digital Card**

> **Authorizations**

> **Reimbursements**

> **Digital Signature**

> **Coverages**

> **Bank Account**

> **Payment period mod**

> **QC+**

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