Health Insurance Instructions

Customer Portal

You need to create (if you haven't already created) an account on our portal https://www.generali.rs/portal_za_klijente_.1068.html.

You need a security code to register on the Customer Portal.

You can receive the security code by email or text message (SMS). Select your preferred method for receiving the code by checking the appropriate box.

Parents/guardians can set up separate accou1nts for insureds who are minors. Spouses set up their accounts individually.

To use the portal, it is necessary to have the insured's contact information recorded in the system. If you did not leave your contact information earlier when using the services, you need to do so on the following page: https://www.generali.rs/fizicka_lica/zdravlje_i_nezgoda.3638.html. Once you submit the required information, we will promptly send you the Portal activation code.

We recommend using the latest versions of Internet browsers (Chrome, Mozilla Firefox, Safari, Opera).
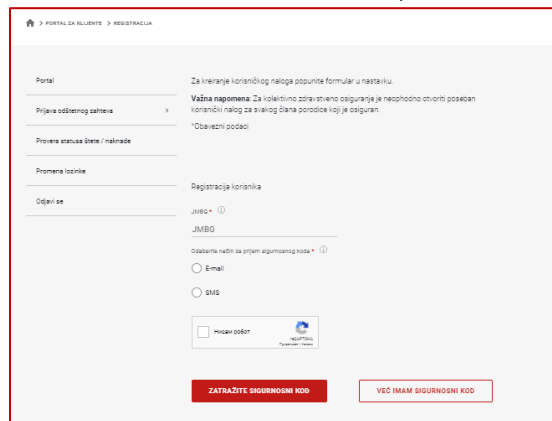

Figure 1

Once you have received the security code, you can continue the registration process.

If the security code was sent to you by email, continue the registration by clicking the button I ALREADY HAVE A SECURITY CODE (VEĆ IMAM SIGURNOSNI KOD).

Enter your data, create a username and a password (Figure 2).

Once you have confirmed all the information entered, you can log in to the Customer Portal home page.
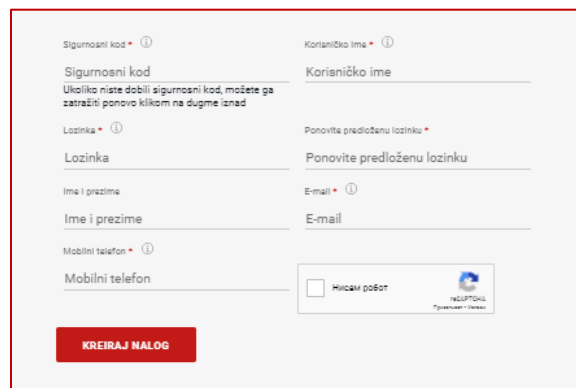

Figure 2

Health insurance

By logging in to the **Customer Portal** and selecting the **Health Insurance** (**Zdravstveno osiguranje**) option, you access a new portal for health insurance customers (Figure 3).
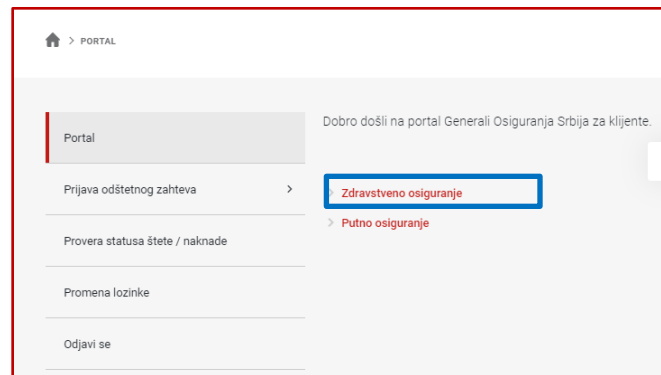

Figure 3

We have provided health insurance customers with a portal that will facilitate the use of insurance.

Through this portal, the customers can access their e-card and view information about their policy, limits, and coverage, at any time. Additionally, the portal allows you to electronically submit a request for a refund. The customer can view all policies and health insurance cards within a single account on the portal.

Customers can track their claim status in the "Claim/Indemnity Status Check' ("Provera statusa štete/naknade") section of the Customer Portal.

E-cards

To use the health insurance service at a healthcare provider's facility, you must show your e-card.

You will need the e-card each time you visit a healthcare provider, as it identifies the insurance beneficiary. The insurance e-card can be accessed through the Customer Portal and the mobile app. Along with the e-card, you must present an identification document (e.g., identity card or passport) at the clinic.

Mobile app

You can also download your e-card using our mobile app. You need to download the **Generali Srbija** app on Google Play and App Store.

After logging into the app, activate your card in the 'My Health' ('Moje zdravlje') section.