

FAQ

1. How do I pay for the medical package?

An invoice for the medical package is issued by the 5th day of each month. You will receive it either by email or by post, depending on the terms agreed in your contract. You have at least 10 days from the date of delivery to settle the invoice. Payments can be made via bank transfer or at a post office.

2. Who should I contact regarding payments or changes to the contract?

For any matters regarding payments or changes to the contract, please contact the Fortum Customer Service Team.

Call 122 100 000 or email infopolska@fortum.com

3. How do I book an appointment?

You can book an appointment:

- via the mojePZU service, after creating an account,
- via the mojePZU mobile app, after creating an account,
- via the 24-hour PZU Zdrowie helpline at: 801 405 905, 22 505 15 48 or 799 698 698

4. How do the availability standards work?

Availability standards define the time within which PZU Zdrowie undertakes to provide an appointment or a medical test. The waiting time for a GP and internist consultation is no longer than 2 working days (a “working day” is understood as a day that is not a Saturday, Sunday, or statutory public holiday) from the date the request is made. The waiting time for specialist consultations is no longer than 5 working days from the date the request is made.

5. I do not appear in the PZU Zdrowie system - what should I do?

Please check that the details in your contract are correct. If everything is accurate, contact Fortum Customer Service Team.

Call 122 100 000 or email infopolska@fortum.com

6. How do I register on the mojePZU portal?

Go to www.moje.pzu.pl and create an account.

To gain full access, all registration formalities must be completed.

Accounts in the mojePZU service may be created by adults only, after providing PZU Zdrowie with an email address and a telephone number. These details are necessary to handle the account registration process.

For underage patients, appointments can be booked via the account of the person indicated as the legal guardian, in the “Dziecko” section

7. Can I change my medical package?

Yes, you can change your medical package.

If you wish to switch to a package with a broader scope of services (a higher-tier package), you simply need to sign a new contract by the 25th day of the month - the new package will then take effect from the 1st day of the following month.

A change to a package with a narrower scope of services (a lower-tier package) is possible after 12 months from the activation of the contract or from the last package change.

Please note that if you submit your request after the 25th day of the month and the fee for the first billing period is paid, the new package will take effect from the 1st day of the second following month.

FAQ

8. Is it possible to book an appointment with a doctor who speaks English/Russian/Ukrainian?

Yes, PZU Zdrowie employs doctors who speak these languages.

Please state this requirement when booking your appointment

9. Can I choose the doctor I wish to see?

Yes, however, in such a case the Availability Standards do not have to be met

10. Can I use the services only in my city or throughout Poland?

You can use PZU Zdrowie services throughout Poland - both at their own facilities and at partner locations.

11. When will my package become active?

The activation date of your PZU Zdrowie medical package depends on the date your contract is signed.

*If the contract is signed by the 25th day of the month, the package will be active from the 1st day of the following month.

*If the contract is signed after the 25th day of the month, the package will be active from the 1st day of the second following month.

You will be informed of the exact activation date via SMS.

12. What is the difference between residence card insurance and a medical package?

The insurance required for a residence card covers medical costs only in emergencies and up to a specified amount.

The medical package provides access to private consultations and tests at PZU Zdrowie - without a referral and with no financial limit.

The medical package does not meet the legal requirements for obtaining a residence card.

13. How do I terminate the medical package contract?

You may terminate the contract with a 3-month notice period.

The notice of termination can be sent:

- by post to the Fortum address:
ul. Marynarki Polskiej 197
80-868 Gdańsk,
- as a scan or photograph of the handwritten signed document to infopolska@fortum.com,
- as an email message (provided you send it from the email address indicated in the contract).