



DIRECT BILLING MEDICAL PROVIDERS LIST

This list shows where Now Health members can receive out-patient and in-patient treatment with direct billing.

OUT PATIENT TREATMENT

If you need to consult a GP or a specialist as an out-patient treatment with direct billing, please choose "**Out-Patient Treatment**" tab.

If you have the Out-Patient Direct Billing option, it is shown on your membership card on the top right of your membership card as "Direct Billing" and below "Out-Patient & In/Day-Patient" . You can access any of these providers and receive treatment with direct billing. Simply present your membership card. Please remember that you need to settle the excess amount and the co-insurance % shown on your card before leaving the facility.

If for any reason, your medical provider does not recognise the Now Health card, please ask them to check their records. A medical provider listed here is part of our network. If you need further help in accessing treatment, please call the customer service number on the back of your membership card and we will resolve the matter as quickly as possible.

IN-PATIENT TREATMENT

If you need to be hospitalised with direct billing, please choose "**In-Patient Treatment**" tab.

If you have the In-Patient Direct Billing option, it is shown on the top right of your membership card as "Direct Billing" and below "Out-Patient & In/Day-Patient" or "In/Day-Patient" . You can access any of these providers and receive treatment with direct billing. Simply present your membership card at the reception and sign the claim form before leaving the facility.

Please remember that you need to settle the excess amount and the co-insurance % shown on your card when you are discharged.

Please remember that if you do not want to pay for the costs of the hospitalisation, you need to send us a pre-authorisation form 2-5 working days prior to your planned admission date. This will give us time to assess your request and send the Guarantee of Payment to the provider.

If you are admitted as an emergency, please make every effort to contact us as soon as possible. Out of office hours, please contact the 24/7 emergency medical assistance number as printed at the back of your membership card.

IMPORTANT NOTES

After selecting your provider, please always check the column "Remarks for our members" located on the right of the page for special instructions or guidelines. Any provider with special instructions are marked with a purple box.

Please note that some of our facilities in China require us to arrange Letter of Guarantee for any treatment 24-hours in advance. Please check the column "Remarks for our members" for details.

Please note that in the event you decide to pay and claim for treatment, we will apply your plan excess.

The providers and physicians listed here are for information only; it serves the sole purpose of providing Now Health members with names of facilities and physicians practices where they can enjoy direct billing service. This information is not a substitute for medical diagnosis. Now Health does not guarantee the quality of care provided.

In no event shall Now Health be liable to you or anyone else for any decision made or action taken by you in reliance on such information.

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Important Note: You must call Now Health International Customer Service Hotline to arrange the Guarantee of Payment for any treatments at these medical facilities.

For medical facilities located in **Europe**, please contact your Now Health International Customer Service Hotline at +44 1276 602110, who can help you locate local providers and to settle accounts directly with them.

For medical facilities located in **Africa or the Middle East**, please contact your Now Health International Customer Service Hotline at +971 4450 1510, who can help you locate local providers and to settle accounts directly with the

For medical facilities located in **Asia Pacific**, please contact your Now Health International Customer Service Hotline at +852 2279 7310, who can help you locate local providers and to settle accounts directly with them.

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