

0345 602 3437

8am to 7pm Mon to Fri, 9am to 1pm Sat
info@vitality.co.uk



20 December 2023

Ms R Zhang
59 Trinity View
Friars Road
Coventry
CV1 2JL

Patient: Ruonan Zhang

Plan number: 53423977

Care number: 10663474

Your billing statement.

Care request for: Low levels of thyroid hormone (hypothyroidism)

Hello Ruonan,

We've received a bill for your care request

We hope your treatment went well.

We've processed the bill(s) and rest assured, there's nothing you need to pay, and you can skip to the 'Understanding your bill' section for the payment details.

Are your bank details up to date?

To make payments faster and more secure, all treatment refunds and cashback payments are made by bank transfer. So, please make sure we have the right details for you in the [My details](#) section of Member Zone. If everything's ok, just click [Save](#) to agree for us to arrange payment into your account.

If you have any questions about this letter, call us on the number at the top of this letter.

The Vitality Team

What's in this document?

> Understanding your bill:	Payment information
> Next steps:	Your actions
> Care Hub:	Quick and easy access to care

Your excess

£100.00	Per plan year
£100.00	Paid to date
£0.00	Remaining
£0.00	To pay now

Your full excess will reset on 01/06/2024



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Payment summary

Payments made to date for this care request

Payments made directly to you	£0.00
Payments made directly to the treatment provider(s)	£560.00
Total	£560.00

Payments being made directly to the treatment provider

Here are the bills being paid direct to the treatment provider. We'll let them know when to expect payment.

Treatment provider	Their bill reference	Treatment date	Bill amount	Amount being paid
Nuffield Health Warwickshire Hospital	644692	15/12/2023 - 15/12/2023	£480.00	£480.00

Think the bill's wrong?

For excess, treatment authorisation or care request queries, please call us on 0345 602 3437.

If you don't recognise the provider or bill(s) shown, please email us as soon as possible at irregularclaims@vitality.co.uk. Please include your plan, care number and the details of the care request that you are querying.

For more on our dishonesty and fraud policy, see your Membership Guide. You can find this on Member Zone at vitality.co.uk/member.

How to pay

You need to pay any plan excess, treatment shortfall or non-payments shown, directly to the treatment provider and contact them directly. The treatment provider may contact you directly or take this amount from the card details they already hold for you. If you have already paid, you don't need to do anything.

If you've since received other bills not shown in this statement, we'll assess those separately and get back in touch. Send any more bills you may have to the address at the top of this letter or email them to info@vitality.co.uk. Please include your care and plan numbers. If you choose to email your bills, there are certain security measures you should consider. Find out more at vitality.co.uk/data-protection. If you're not sure you can securely send us an email, it's always safer to send the bills by post.

Terms and conditions

We base the eligibility of all care requests on the terms and conditions contained in your Membership Guide. You can find this on Member Zone at vitality.co.uk/member.

Your cover will only be maintained if premiums are kept up to date. If premiums aren't kept up to date, we can't pay for any treatment after the period covered by the last premium.

For quick and easy access to care

Care Hub gives you fast and easy access to care and healthcare professionals. You can access it through Vitality Member app and Member Zone.

You can:

- ✓ Book a virtual GP appointment
- ✓ Refer yourself for physiotherapy and Talking Therapies treatment
- ✓ Get instant decisions on care requests and track progress
- ✓ Arrange a virtual or in-person consultant appointment when you get approval for your care
- ✓ View and manage your approved treatments, bills and payments
- ✓ Understand your benefits and track your excess.