



# WorldCare Explained

*individuals and families*



# It's time for a *fresh approach* to international health insurance

Now Health International is a specialist international health insurance provider. At the heart of our offer are benefit rich products and fast, accurate service.

With service centres in Hong Kong, Shanghai, Singapore, Jakarta, Dubai and the UK, we are strategically placed to serve the main expat hubs and emerging markets.

Our people are experts in international health insurance, delivering local market knowledge whenever you need it.

# Why choose *Now Health*?

With us, it's simple to get immediate access to healthcare anywhere in the world. We make it easy to choose and use the right cover for you and your family.

- 1 Our global underwriting partner is AXA. AXA has 103m clients worldwide, EUR 91.8b in revenues and EUR 5.1b in underlying earnings\*
- 2 Our innovative and peerless customer experience is delivered via a unique set of service promises which sets out how fast we will complete important tasks like processing claims
- 3 WorldCare, our plan, was awarded Best International Private Health Insurance Product at the 2013 Professional Adviser International Fund & Product Awards
- 4 The state-of-the-art Now Health website provides instant access to plan documents, management information and claims tracking information. We were awarded Best Digital Insurance Firm at the Wealth and Finance Insurance and Reinsurance Awards 2015
- 5 We operate a full medical underwriting approach which means that all our members know exactly what they're covered for
- 6 Our quick and simple claims process means you can email or fax us all your claims for fast reimbursement
- 7 We are international health insurance experts. Our senior management team has over 130-years combined experience
- 8 You can access 24-hour emergency assistance and medical information via our partners AXA Assistance and Health at Hand
- 9 Our worldwide network of medical providers offers access to healthcare without having to pay up-front
- 10 Now Health's local offices in Hong Kong, Shanghai, Singapore, Jakarta, Dubai and the UK offer a truly worldwide service

\* Source: [www.axa.com/en/group/profile-and-key-figures/](http://www.axa.com/en/group/profile-and-key-figures/)



## *Our promise* to you

Your time is precious. We understand that you need to know how quickly we will handle your requests. We have made six promises on how fast we will complete the following important tasks.

- 1** If you have had to pay for treatment and need to claim back your expenses, we will process eligible claims within **five working days**
- 2** If you need day-patient or in-patient treatment, we will aim to pre-authorise your claim so you don't need to pay anything. We will place guarantees of payment with medical providers within **two working days**
- 3** When you buy your plan, if we need to underwrite your application, we will respond to you within **two working days**
- 4** If you choose to receive your plan documents by post, we will dispatch them within **five working days**
- 5** If you choose to go paper-free, we will dispatch your membership card within **two working days**
- 6** We will respond to all your enquiries within **one working day**

# It's easy to *manage* *your cover online*

The Now Health International website is designed to make it simpler to manage your international health insurance plan, from accessing your plan documents to tracking your claims.

**My Claims**  
View and track your claims in this and previous plan years.

**My claims**  
Here you can find out the best way to make a claim and track your current claims in real time. You can view information about all your claims, past and present, including claims status, the provider and the amounts claimed and settled in the currency you have selected. All updates are displayed as they happen so you always have the latest information on your claims.

**How to make a claim**  
**Claims under USD 500/EUR 400/GBP 300**  
 For smaller claims, you can find the online claim form in sections 1 and 2, sign the claim form, and email it to us with your scanned receipt. If you prefer, you can also fill it out on our mobile app.  
**Claims over USD 500/EUR 400/GBP 300**  
 Complete the claim form, and ask your medical practitioner to complete their relevant sections. Then post it to us with the original receipts.

Select a plan year: 2012

**Claims this plan year**

Member name	Claim Status	Treatment Date	Care provider	Currency claimed in	Amount claimed	Currency settled in	Settled amount
Steve, Carry	No Payment Due	2012/01/01	The City Hospital	USD	75.00	USD	0.00
Steve, Carry	Submitted	2012/01/01	Western Hospital	USD	60.00	USD	0.00

**Select a plan year**

**Claims this plan year**

Member name	Claim Status
Steve, Carry	No Payment Due
Steve, Carry	Submitted

## Access your information from anywhere

With Now Health, all your details are stored in your secure online portfolio, which you can access 24-hours a day from anywhere in the world.

You can view and download all your plan documents from here, including your certificate of insurance, virtual membership card, members' handbook and any form you might need to manage your plan.

## Track your claims online

You can track the status of all claims you make online. As soon as we receive your claim, we will notify you by email and SMS if you have chosen this option. You can then track the status of your claim using your secure online portfolio.

Remember you can fax or scan and email us all your claims when you have paid and are claiming back your expenses. We will process eligible claims within five working days so the process is fast and efficient.



## How to use *your insurance*

When you need to use your plan, we've designed the process to be as straightforward as possible.

### When you need out-patient treatment

If you select a plan that includes out-patient treatment, you can go to any medical practitioner, pay for your treatment and claim back your expenses. You won't have to pay anything if you have a nil excess and choose a medical provider from our network. Access an up-to-date network list from [www.now-health.com](http://www.now-health.com) or contact our customer service team.

### When you need in-patient or day-patient treatment

If you need to be admitted to hospital for day-patient or in-patient treatment, contact us and we will place a guarantee of payment with the medical provider so you don't need to pay anything. We aim to do this within two working days of your call.

### Accessing emergency help

AXA Assistance is our 24-hour emergency assistance provider. With over 30 years' experience, they can give immediate help if you're sick or injured. This includes arranging hospital treatment and facilitating emergency evacuation or repatriation. Based in multiple locations around the world, they can also give local information on finding healthcare wherever you are.

### If you have a medical question

All Now Health members also have 24-hour access to medical information through Health at Hand. Health at Hand's team of nurses, pharmacists, counsellors and midwives are on hand to give you the benefit of their expertise. They can answer your questions and give you all the latest information on specific illnesses, treatments and medications.

# How to *claim*

If you've accessed treatment within our out-patient direct billing network or if we've placed a guarantee of payment for you, there's no need to do anything further.

If you've had to pay and claim, we will process your eligible claims within *five working days or less*.

You can track the status of all your claims in your secure online portfolio. We will email and SMS you updates as they happen.

All out-patient claims and  
in/day-patient claims under

—  
*USD 500/EUR 400/  
GBP 300  
per medical  
condition*

Complete the front of the claim form and email or fax it to us with your scanned receipt.

All in/  
day-patient  
claims over

—  
*USD 500/EUR 400/GBP 300  
per medical condition*

Complete the front of the claim form and ask your medical practitioner to complete the back of the form. Email or fax it to us with your scanned receipts, diagnostic reports and/or discharge reports.

# Your *membership card*

Once you join Now Health, we send you a membership card for each person covered on your plan. Our membership cards are designed to carry clear information on what you are covered for.

We work closely with the medical providers in our network on how to recognise Now Health cards. Any out-patient benefits you have selected will be clearly labelled on the card.

**01** Direct Billing:  
- Out-Patient & In/Day-Patient  
- Maternity

**02** WorldCare Apex Plan

**03** NAME Mark Lee

**04** MEMBERSHIP NO. EUFWCAP123456

**05** START DATE 01/03/2015

**06** EXPIRY DATE 28/02/2016

**07** OUT-PATIENT EXCESS USD 25 per visit

**08** OUT-PATIENT CO-INSURANCE 20%

**09** IN/DAY-PATIENT EXCESS Nil

**10** How to reach us:  
**11** Online Customer service:  
Europe +44 (0)1276 602110  
Asia Pacific +852 2279 7310  
Indonesia +62 21 515 7637  
Singapore +65 6880 2300  
China +86 21 6156 0910  
Rest of the World +971 (0)4450 1510

**12** 24 hour Emergency Assistance:  
Europe +44 (0)1276 602140  
Asia Pacific +852 2279 7340  
Singapore +65 6880 2304  
China +86 21 6156 0914  
Rest of the World +971 (0)4450 1540

**13** Health at Hand +44(0) 1276 602160

**14** Mailing address:  
Now Health International (Europe) Limited  
Suite G3/4, Building Three, Watchmoor Park,  
Surrey, GU15 3YL, United Kingdom

www.now-health.com

**AXA PPP INTERNATIONAL**  
redefining / standards

This plan is insured by AXA PPP healthcare Limited  
Please present this card to your medical provider as evidence of your cover with us.  
This membership card is the property of Now Health International (Europe) Limited and must be returned to the mailing address if your cover stops mid-way through a plan year.

## On the Card Front

- 01 Direct Billing**  
This will indicate what kind of direct billing you are entitled to
- 02 Product name and option**
- 03 Your name**
- 04 Membership number**  
This number is unique to each individual
- 05 Start date**  
This is the first day of your current plan year. It is in the format dd/mm/yyyy
- 06 Expiry date**  
This is the last day of your current plan year. It is in the format dd/mm/yyyy
- 07 Out-patient excess**  
This is the amount you pay towards the cost of any out-patient medical treatment.  
The excess is applicable per insured person, per medical condition, per period of cover unless you have chosen the per visit excess option
- 08 Out-patient co-insurance**  
If you select the 10% co-insurance out-patient treatment option, it will say '10%' here and you will have to pay 10% of any out-patient treatment after the excess has been deducted to the medical provider. If you select the 20% co-insurance option, it will say '20%' here and you will have to pay 20% of any out-patient treatment after the excess has been deducted to the medical provider. If neither has been chosen, it will say 'Nil'
- 09 In/day-patient excess**  
This is the amount you pay towards the cost of any in/day-patient treatment.  
The excess is applicable per insured person, per medical condition, per period of cover



## On the Card Back

- 10 Online**  
Visit our website to login to your secure online portfolio and track your claims online
- 11 Customer service**  
You can call any of these numbers if you want to talk to us about any query. The number closest to you is normally at the top of the list
- 12 24-hour Emergency Assistance**  
If you have an emergency and need immediate help, call any of these numbers. The number closest to you is normally at the top of the list
- 13 Mailing address**  
If you want to post your claims or write us a letter, please use this address
- 14** This is the logo of the underwriter of your plan

# Introducing *WorldCare*

We believe that WorldCare is one of the most benefit-rich products in the international health insurance market today. There are four levels available: Essential, Advance, Excel and Apex. This means you can select the level of cover you prefer to suit your lifestyle, from essential medical treatment, to a more comprehensive package.

WorldCare automatically provides you with access to healthcare anywhere in the world, other than the USA where we can only cover you for emergency treatment as standard.

*A summary of each plan is shown below.*

## WorldCare Essential

Now Health's most affordable package is designed for people who want to be sure they can access in-patient and day-patient care when they need it while minimising their health insurance costs. You can choose a higher excess to lower your premiums if you only intend to claim for high-cost, infrequent medical events.

## WorldCare Advance

This plan covers you for in-patient and day-patient treatment and out-patient care including GP and specialist appointments, physiotherapy and alternative therapies. It is suitable for people who want all-round medical care.

## WorldCare Excel

This plan covers you for in-patient, day-patient and out-patient treatment at higher benefit levels than WorldCare Advance. It also includes routine and complex dental care after a nine-month waiting period.

## WorldCare Apex

This is our highest level of cover. With very high benefit limits, it includes in-patient, day-patient, out-patient, and routine and complex dental treatment, at higher benefit levels than WorldCare Excel. WorldCare Apex also includes routine maternity care after a 12-month waiting period.

## Additional Options

You can shape the cover you want by adding the following options:

- 1 Add a small level of out-patient charges cover to WorldCare Essential for added flexibility. There is a premium loading associated with this option
- 2 Add a small level of out-patient charges and maintenance of chronic condition cover to WorldCare Essential. There is a premium loading associated with this option
- 3 Choose fully-paid USA elective treatment within our network. A 50% co-insurance is applied when treatment is received out of network. There is a premium loading associated with this option
- 4 Select the co-insurance out-patient treatment option – pay either 10% or 20% of your out-patient treatment after any excess has been deducted (not available for WorldCare Essential). There is a premium discount associated with this option based on the co-insurance you have selected
- 5 Opt for our out-patient per visit excess – you can have an excess of USD 25/EUR 20/GBP 15 per visit to an out-patient medical practitioner and a nil excess when accessing day-patient or in-patient treatment (not available for WorldCare Essential). There is a premium discount associated with this option
- 6 We also have a range of excesses to suit your lifestyle – from a high excess to reduce your premium, to a low or nil excess if you expect to use your plan frequently



# WorldCare *at a glance*

A summary of each plan is shown below.

WorldCare Essential	WorldCare Advance	WorldCare Excel	WorldCare Apex
<ul style="list-style-type: none"> <li>✓ In-patient and day-patient care</li> <li>✗ Out-patient care</li> <li>✗ Routine &amp; complex dental treatment</li> <li>✗ Routine maternity care</li> <li>○ USA elective treatment</li> <li>○ Out-patient charges</li> <li>○ Out-patient charges – Option 2</li> </ul>	<ul style="list-style-type: none"> <li>✓ In-patient and day-patient care</li> <li>✓ Out-patient care</li> <li>✗ Routine &amp; complex dental treatment</li> <li>✗ Routine maternity care</li> <li>○ USA elective treatment</li> <li>○ Co-insurance out-patient treatment</li> <li>○ Out-Patient Per Visit Excess</li> </ul>	<ul style="list-style-type: none"> <li>✓ In-patient and day-patient care</li> <li>✓ Out-patient care</li> <li>✓ Routine &amp; complex dental treatment</li> <li>✗ Routine maternity care</li> <li>○ USA elective treatment</li> <li>○ Co-insurance out-patient treatment</li> <li>○ Out-Patient Per Visit Excess</li> </ul>	<ul style="list-style-type: none"> <li>✓ In-patient and day-patient care</li> <li>✓ Out-patient care</li> <li>✓ Routine &amp; complex dental treatment</li> <li>✓ Routine maternity care</li> <li>○ USA elective treatment</li> <li>○ Co-insurance out-patient treatment</li> <li>○ Out-Patient Per Visit Excess</li> </ul>

# WorldCare *benefit schedule*

Benefit	Essential	Advance	Excel	Apex
<b>Annual Maximum Plan Limit</b>	USD 3m/EUR 2.4m/ GBP 1.9m	USD 3.5m/EUR 2.8m/ GBP 2.2m	USD 4m/EUR 3.2m/ GBP 2.5m	USD 4.5m/EUR 3.6m/ GBP 2.8m
<b>1. Maintenance of Chronic Medical Conditions</b>	➤ Not covered	➤ Up to USD 15,000/ EUR 12,000/GBP 9,375	➤ Up to USD 20,000/ EUR 16,000/GBP 12,500	➤ Full refund
<b>2. Hospital Charges, Medical Practitioner and Specialist Fees</b> i) Hospital charges for in-patient and day-patient treatment ii) Related ancillary charges	➤ (i) Full refund ➤ (ii) Up to USD 1,500/ EUR 1,200/GBP 930 per medical condition	➤ (i) Full refund ➤ (ii) Up to USD 1,500/ EUR 1,200/GBP 930 per medical condition	➤ (i) Full refund ➤ (ii) Up to USD 2,000/ EUR 1,600/GBP 1,250 per medical condition	➤ (i) Full refund ➤ (ii) Up to USD 2,500/ EUR 2,000/GBP 1,550 per medical condition
<b>3. Diagnostic Procedures</b>	➤ Full refund for in-patient pre and post-operative scans	➤ Full refund	➤ Full refund	➤ Full refund
<b>4. Emergency Ambulance Transportation</b>	➤ Full refund	➤ Full refund	➤ Full refund	➤ Full refund
<b>5. Parent Accommodation</b>	➤ Full refund	➤ Full refund	➤ Full refund	➤ Full refund
<b>6. Renal Failure and Renal Dialysis</b> i) Treatment of renal failure, including renal dialysis on an in-patient basis ii) Treatment of renal failure, including renal dialysis on an a day-patient or out-patient basis	➤ (i) Up to six weeks full refund for in-patient pre and post-operative care ➤ (ii) Not covered	➤ (i) Up to six weeks full refund ➤ (ii) Up to USD 10,000/ EUR 8,000/GBP 6,250	➤ (i) Up to six weeks full refund ➤ (ii) Up to USD 25,000/ EUR 20,000/GBP 15,625	➤ (i) Up to six weeks full refund ➤ (ii) Up to USD 75,000/ EUR 60,000/GBP 46,875
<b>7. Organ Transplant</b> i) Treatment ii) Donor medical costs	➤ (i) Full refund ➤ (ii) Up to USD 50,000/ EUR 40,000/GBP 31,250	➤ (i) Full refund ➤ (ii) Up to USD 50,000/ EUR 40,000/GBP 31,250	➤ (i) Full refund ➤ (ii) Up to USD 50,000/ EUR 40,000/GBP 31,250	➤ (i) Full refund ➤ (ii) Up to USD 50,000/ EUR 40,000/GBP 31,250
<b>8. Cancer Treatment</b>	➤ Full refund	➤ Full refund	➤ Full refund	➤ Full refund
<b>9. Pregnancy and Childbirth Medical Conditions</b>	➤ Full refund	➤ Full refund	➤ Full refund	➤ Full refund
<b>10. New Born Cover</b>	➤ Up to USD 100,000/ EUR 80,000/GBP 62,500	➤ Up to USD 100,000/ EUR 80,000/GBP 62,500	➤ Up to USD 125,000/ EUR 100,000/GBP 78,125	➤ Up to USD 150,000/ EUR 120,000/GBP 93,750
<b>11. Hospital Accommodation for New Born Accompanying their Mother</b>	➤ Full refund	➤ Full refund	➤ Full refund	➤ Full refund
<b>12. Congenital Disorder</b>	➤ Up to USD 100,000/ EUR 80,000/GBP 62,500	➤ Up to USD 100,000/ EUR 80,000/GBP 62,500	➤ Up to USD 125,000/ EUR 100,000/GBP 78,125	➤ Up to USD 150,000/ EUR 120,000/GBP 93,750
<b>13. Reconstructive Surgery</b>	➤ Full refund	➤ Full refund	➤ Full refund	➤ Full refund
<b>14. Rehabilitation</b>	➤ Full refund for eligible in-patient treatment only up to 30 days per medical condition	➤ Full refund for up to 180 days per medical condition	➤ Full refund	➤ Full refund
<b>15. In-Patient Emergency Dental Treatment</b>	➤ Full refund	➤ Full refund	➤ Full refund	➤ Full refund
<b>16. In-Patient Psychiatric Treatment</b>	➤ Full refund for up to 30 days	➤ Full refund for up to 30 days	➤ Full refund for up to 30 days	➤ Full refund for up to 30 days
<b>17. Terminal Illness</b>	➤ In-patient and day-patient treatment up to USD 50,000/EUR 40,000/GBP 31,250 lifetime limit	➤ Up to USD 50,000/ EUR 40,000/GBP 31,250 lifetime limit	➤ Up to USD 75,000/ EUR 60,000/GBP 46,875 lifetime limit	➤ Up to USD 100,000/ EUR 80,000/GBP 62,500 lifetime limit
<b>18. Emergency Non-Elective Treatment USA Cover</b>	➤ Full refund for accident requiring in-patient or day-patient care ➤ Illness: in-patient and day-patient care up to USD 25,000/EUR 20,000/GBP 15,625	➤ Full refund for accident requiring in-patient or day-patient care ➤ Illness: in-patient and day-patient care up to USD 25,000/EUR 20,000/GBP 15,625	➤ Full refund for accident requiring in-patient or day-patient care ➤ Illness: in-patient and day-patient care up to USD 35,000/EUR 28,000/GBP 21,875	➤ Full refund for accident requiring in-patient or day-patient care ➤ Illness: in-patient and day-patient care up to USD 50,000/EUR 40,000/GBP 31,250
<b>19. Evacuation and Repatriation</b> Evacuation i) Transportation costs ii) Reasonable local travel costs to and from medical appointments iii) Reasonable travel costs for a locally-accompanying person iv) Non-hospital accommodation costs Repatriation to country of residence or nationality following treatment	➤ (i) Full refund ➤ (ii) Full refund ➤ (iii) Full refund ➤ (iv) Up to USD 200/ EUR 160/GBP 125 per day, up to USD 7,500/EUR 6,000/GBP 4,600 per person, per evacuation ➤ Full refund	➤ (i) Full refund ➤ (ii) Full refund ➤ (iii) Full refund ➤ (iv) Up to USD 200/ EUR 160/GBP 125 per day, up to USD 7,500/EUR 6,000/GBP 4,600 per person, per evacuation ➤ Full refund	➤ (i) Full refund ➤ (ii) Full refund ➤ (iii) Full refund ➤ (iv) Up to USD 200/ EUR 160/GBP 125 per day, up to USD 7,500/EUR 6,000/GBP 4,600 per person, per evacuation ➤ Full refund	➤ (i) Full refund ➤ (ii) Full refund ➤ (iii) Full refund ➤ (iv) Up to USD 300/ EUR 240/GBP 185 per day, up to USD 10,000/EUR 8,000/GBP 6,250 per person, per evacuation ➤ Full refund

Benefit	Essential	Advance	Excel	Apex
<b>20. Mortal Remains</b> i) Transportation of body or ashes of insured person to country of residence or country of nationality ii) Burial or cremation costs at the place of death	<ul style="list-style-type: none"> <li>▶ (i) Full refund</li> <li>▶ (ii) Up to USD 10,000/ EUR 8,000/GBP 6,250</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund</li> <li>▶ (ii) Up to USD 10,000/ EUR 8,000/GBP 6,250</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund</li> <li>▶ (ii) Up to USD 15,000/ EUR 12,000/GBP 9,375</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund</li> <li>▶ (ii) Up to USD 20,000/ EUR 16,000/GBP 12,500</li> </ul>
<b>21. Hospital Cash Benefit</b>	<ul style="list-style-type: none"> <li>▶ USD 125/EUR 100/ GBP 75 per night</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 175/EUR 140/ GBP 105 per night</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 225/EUR 180/ GBP 135 per night</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 275/EUR 220/ GBP 165 per night</li> </ul>
<b>22. Out-Patient Charges</b> i) Medical practitioner fees ii) Physiotherapy	<ul style="list-style-type: none"> <li>▶ (i) Pre-operative consultations and diagnostic procedures 15 days from admission and post hospitalisation to max USD 2,000/ EUR 1,600/GBP 1,250 or 30 days per medical condition</li> <li>▶ (ii) Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund</li> <li>▶ (ii) Full refund up to 30 sessions</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund</li> <li>▶ (ii) Full refund</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund</li> <li>▶ (ii) Full refund</li> </ul>
<b>23. Day-Patient and Out-Patient Surgery</b>	<ul style="list-style-type: none"> <li>▶ Full refund</li> </ul>	<ul style="list-style-type: none"> <li>▶ Full refund</li> </ul>	<ul style="list-style-type: none"> <li>▶ Full refund</li> </ul>	<ul style="list-style-type: none"> <li>▶ Full refund</li> </ul>
<b>24. Out-Patient Psychiatric Illness</b>	<ul style="list-style-type: none"> <li>▶ Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Up to USD 2,500/ EUR 2,000/GBP 1,550</li> </ul>	<ul style="list-style-type: none"> <li>▶ Up to USD 5,000/ EUR 4,000/GBP 3,125</li> </ul>	<ul style="list-style-type: none"> <li>▶ Up to USD 7,500/ EUR 6,000/GBP 4,600</li> </ul>
<b>25. Alternative Therapies</b>	<ul style="list-style-type: none"> <li>▶ Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Full refund up to a maximum of 30 visits</li> </ul>	<ul style="list-style-type: none"> <li>▶ Full refund</li> </ul>	<ul style="list-style-type: none"> <li>▶ Full refund</li> </ul>
<b>26. Nursing Care at Home</b> i) Care given by a qualified nurse ii) Emergency out-of-hours medical practitioner (GP) home visits	<ul style="list-style-type: none"> <li>▶ (i) Not covered</li> <li>▶ (ii) Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund up to 45 days per medical condition</li> <li>▶ (ii) Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund up to 60 days per medical condition</li> <li>▶ (ii) Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Full refund up to 120 days per medical condition</li> <li>▶ (ii) Up to five visits</li> </ul>
<b>27. AIDS</b> Cover only available after three years of continuous membership	<ul style="list-style-type: none"> <li>▶ In-patient and day-patient treatment only up to USD 25,000/EUR 20,000/ GBP 15,625</li> </ul>	<ul style="list-style-type: none"> <li>▶ Up to USD 25,000/ EUR 20,000/GBP 15,625</li> </ul>	<ul style="list-style-type: none"> <li>▶ Up to USD 40,000/ EUR 32,000/GBP 25,000</li> </ul>	<ul style="list-style-type: none"> <li>▶ Up to USD 50,000/ EUR 40,000/GBP 31,250</li> </ul>
<b>28. Maternity</b> Costs incurred within 12 months of plan start date are excluded	<ul style="list-style-type: none"> <li>▶ Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Up to USD 15,000/ EUR 12,000/GBP 9,375</li> </ul>
<b>29. Dental Care</b> i) Routine dental treatment ii) Complex dental treatment Costs incurred within nine months of plan start date are excluded. A co-insurance of 20% applies. Orthodontics subject to 50% co-insurance.	<ul style="list-style-type: none"> <li>▶ (i) Not covered</li> <li>▶ (ii) Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Not covered</li> <li>▶ (ii) Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Up to USD 1,000/ EUR 800/GBP 625</li> <li>▶ (ii) Up to USD 2,000/ EUR 1,600/GBP 1,250</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Up to USD 1,500/ EUR 1,200/GBP 930</li> <li>▶ (ii) Up to USD 3,000/ EUR 2,400/GBP 1,875</li> </ul>
<b>Additional options</b>				
<b>30. USA Elective Treatment</b>	<ul style="list-style-type: none"> <li>▶ Optional Up to USD 1.5m/ EUR 1.2m/GBP 937,500</li> </ul>	<ul style="list-style-type: none"> <li>▶ Optional Up to USD 1.5m/ EUR 1.2m/GBP 937,500</li> </ul>	<ul style="list-style-type: none"> <li>▶ Optional Up to USD 1.5m/ EUR 1.2m/GBP 937,500</li> </ul>	<ul style="list-style-type: none"> <li>▶ Optional Up to USD 1.5m/ EUR 1.2m/GBP 937,500</li> </ul>
<b>31. Co-Insurance Out-Patient Treatment</b> i) 10% Co-Insurance Out-Patient Treatment ii) 20% Co-Insurance Out-Patient Treatment	<ul style="list-style-type: none"> <li>▶ (i) Not covered</li> <li>▶ (ii) Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Optional</li> <li>▶ (ii) Optional</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Optional</li> <li>▶ (ii) Optional</li> </ul>	<ul style="list-style-type: none"> <li>▶ (i) Optional</li> <li>▶ (ii) Optional</li> </ul>
<b>32. Out-Patient Charges</b> This additional option replaces benefit 22 i) Medical practitioner fees ii) Physiotherapy	<ul style="list-style-type: none"> <li>▶ Optional</li> <li>▶ (i) Up to USD 4,500/ EUR 3,600/GBP 2,800</li> <li>▶ (ii) Full refund up to 10 sessions</li> </ul>	<ul style="list-style-type: none"> <li>▶ Already covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Already covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Already covered</li> </ul>
<b>33. Out-Patient Charges – Option 2</b> This additional option replaces benefit 22 i) Medical practitioner fees and maintenance of chronic conditions ii) Physiotherapy	<ul style="list-style-type: none"> <li>▶ Optional</li> <li>▶ (i) Up to USD 4,500/ EUR 3,600/GBP 2,800</li> <li>▶ (ii) Full refund up to 10 sessions</li> </ul>	<ul style="list-style-type: none"> <li>▶ Already covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Already covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Already covered</li> </ul>
<b>Excess options</b>				
<b>Standard Excess</b>	<ul style="list-style-type: none"> <li>▶ Nil</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 100/EUR 80/ GBP 60</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 100/EUR 80/ GBP 60</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 100/EUR 80/ GBP 60</li> </ul>
<b>Optional Excess</b>	<ul style="list-style-type: none"> <li>▶ USD 1,000/EUR 800/ GBP 625</li> </ul>	<ul style="list-style-type: none"> <li>▶ Nil</li> </ul>	<ul style="list-style-type: none"> <li>▶ Nil</li> </ul>	<ul style="list-style-type: none"> <li>▶ Nil</li> </ul>
	<ul style="list-style-type: none"> <li>▶ USD 2,500/EUR 2,000/ GBP 1,550</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 50/EUR 40/ GBP 30</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 50/EUR 40/ GBP 30</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 50/EUR 40/ GBP 30</li> </ul>
	<ul style="list-style-type: none"> <li>▶ USD 5,000/EUR 4,000/ GBP 3,125</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 250/EUR 200/ GBP 155</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 250/EUR 200/ GBP 155</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 250/EUR 200/ GBP 155</li> </ul>
	<ul style="list-style-type: none"> <li>▶ USD 10,000/EUR 8,000/ GBP 6,250</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 500/EUR 400/ GBP 310</li> </ul>		
	<ul style="list-style-type: none"> <li>▶ USD 15,000/EUR 12,000 GBP 9,375</li> </ul>	<ul style="list-style-type: none"> <li>▶ USD 1,000/EUR 800/ GBP 625</li> </ul>		
		<ul style="list-style-type: none"> <li>▶ USD 2,500/EUR 2,000/ GBP 1,550</li> </ul>		
<b>Out-Patient Per Visit Excess</b>	<ul style="list-style-type: none"> <li>▶ Not covered</li> </ul>	<ul style="list-style-type: none"> <li>▶ Optional USD 25/EUR 20/GBP 15</li> </ul>	<ul style="list-style-type: none"> <li>▶ Optional USD 25/EUR 20/GBP 15</li> </ul>	<ul style="list-style-type: none"> <li>▶ Optional USD 25/EUR 20/GBP 15</li> </ul>

# What we *don't* cover

These are the limitations that apply in addition to any personal exclusion we may detail in your Certificate of Insurance. These include treatments that may be considered a matter of personal choice (such as cosmetic treatment) and other treatments that are excluded from cover to keep premiums at an affordable level. For a full description, please refer to the members' handbook.

- 1 Act of terrorism, war and illegal acts
- 2 Administrative and shipping fees
- 3 Alcohol and drug abuse
- 4 Chemical exposure
- 5 Cosmetic surgery
- 6 Contamination
- 7 Chronic conditions – in respect of the Essential plan option
- 8 Dental care – unless this additional option has been chosen
- 9 Developmental disorders
- 10 Dietary supplements
- 11 Eating disorders
- 12 Excess or co-insurance
- 13 Experimental treatment and drugs
- 14 Eyes and ears
- 15 External prosthesis
- 16 Failure to follow medical advice
- 17 Foetal surgery
- 18 Genetic testing
- 19 Hazardous sports and pursuits
- 20 HIV, AIDS or sexually transmitted disease – except as stated in the benefit schedule
- 21 HRT unless caused due to medical intervention
- 22 Morbid obesity
- 23 Nursing homes, convalescence homes, health hydros and nature cure clinics
- 24 Pregnancy or maternity – unless this option has been chosen
- 25 Pre-existing Conditions, unless agreed by Us in writing
- 26 Professional sports
- 27 Reproductive medicine
- 28 Routine examinations, health screening
- 29 Second opinions
- 30 Self-inflicted injuries or attempted suicide
- 31 Sexual problems and gender re-assignment
- 32 Sleep disorders
- 33 Travel/accommodation costs – except those pre-authorised by us
- 34 Travelling against medical advice
- 35 Treatment by a family member
- 36 Treatment charges outside of our reasonable and customary range

## Join *Now Health today*

It's quick and easy to join Now Health International.

If you're looking for a simple approach to international health insurance, visit [www.now-health.com](http://www.now-health.com) or ask your intermediary for more information.

Intermediary details

Professional Adviser  
**International  
Fund & Product  
Awards 2013**  
Winner  
Best International  
Private Health  
Insurance Product



ASIA INSURANCE  
TECHNOLOGY AWARDS  
2013 E-COMMERCE AWARD

**COVER  
excellence**  
AWARDS 2014  
WINNER

**Insurance  
& Reinsurance awards**  
two thousand & fifteen Winner

## Now Health International

### Europe

Now Health International (Europe) Limited  
Suite G3/4, Building Three  
Watchmoor Park, Camberley, Surrey, GU15 3YL, United Kingdom  
T +44 (0) 1276 602110 | F +44 (0) 1276 602130  
EuropeService@now-health.com

### Asia Pacific

Now Health International (Asia Pacific) Limited  
Suite B, 33/F, 169 Electric Road, North Point, Hong Kong  
T +852 2279 7310 | F +852 2279 7330  
AsiaPacService@now-health.com

### China

Minan Property and Casualty Insurance Company Limited  
c/o Now Health International (Shanghai) Limited  
Room 1103-1105, 11/F, BM Tower  
No. 218 Wusong Road  
Hongkou District, Shanghai 200080, China  
T +(86) 400 077 7500 / +86 21 6156 0910 | F +(86) 400 077 7900  
ChinaService@now-health.com

### Singapore

Now Health International (Singapore) Pte. Ltd.  
c/o Tenet Sampo Insurance Pte. Ltd.  
50 Raffles Place  
#05-01/06 Singapore Land Tower  
Singapore 048623  
T +65 6880 2300 | F +65 6220 6950  
SingaporeService@now-health.com

### Indonesia

Now Health International  
17/F, Indonesia Stock Exchange, Tower II  
Jl. Jend. Sudirman Kav. 52 – 53  
Jakarta 12190, Indonesia  
T +62 21 515 7637 | F +62 21 515 7639  
IndonesiaService@now-health.com

### Rest of the World

Now Health International Limited  
PO Box 482055, Dubai, UAE  
T +971 (0) 4450 1510 | F +971 (0) 4450 1530  
GlobalService@now-health.com



Now Health International (Europe) Limited is authorised and regulated by the Financial Conduct Authority.

Now Health International (Europe) Limited, Registered Office:  
Suite G3/4, Building Three, Watchmoor Park, Camberley, Surrey,  
GU15 3YL, United Kingdom. Registered in England No. 7121668.