

Administered by:

**NOW**  
HEALTH INTERNATIONAL

Insured by:

**RSA** 

# WorldCare Explained

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*individuals and families*

Insured by Royal & Sun Alliance Insurance Middle East B.S.C. (c)



About Us

An innovative leader  
in high-end health care

## Now Health International

Our promise to our customers is in our name: 'Now' is clear, innovative and accessible. This means clear, relevant information, easy-to-use online tools and fast service from people who respect your time. Our products are designed to be comprehensive and benefit rich.

Now Health International is a global business with its headquarters in Hong Kong and regional service centres in Hong Kong, Shanghai, Dubai, the United Kingdom, Singapore and Jakarta.

In July 2015, Now Health's investor acquired Best Doctors Insurance, a major medical insurance provider with distribution throughout Latin America, the Caribbean and Canada.

The combination of the two businesses creates one of the largest providers of high-end international private medical insurance globally, with 11 sales/service offices, 125,000+ members, 370 staff and 5,000+ distribution partners.

## Best Doctors Insurance

Best Doctors Insurance is the leading international health insurance company in Latin America, the Caribbean and Canada. At Best Doctors Insurance we have a clear vision: to help our members connect with the very best healthcare, with access to the best-quality hospitals and specialised centers around the world.

Best Doctors Insurance offers top-quality medical insurance plans; each carefully designed to deliver a full range of exclusive benefits and services for our members. The result? Our members can be certain they have the best health insurance plan that will help them, not only by paying the medical expenses but also guiding them through the complexities of the health care system when they need medical care.

4

Continents



125,000+

Members



370 Staff



5,000+

Distribution

Partners  
Globally



11 Offices



## Our Global Presence

Our main markets are Asia Pacific, Canada, Caribbean, Europe, Latin America and the Middle East, offering personalised customer service from our 11 offices around the globe.



## Our Awards

Our ongoing commitment to top-end products and service has won us a number of awards for international health insurance. Our award winning innovative service proposition provides you with peace of mind that we will deliver a fast, accurate service when you need it most. Digital tools such as our smartphone App also make it even simpler and quicker to submit claims or find a medical provider, creating an exceptional customer experience.

We are proud of our recognition from the worldwide medical insurance industry and continue to improve and develop our offer, to ensure we retain our position as the leading innovator in international health insurance.

## Our Insurance Partner

Our local underwriting partner is RSA. With a 300 year heritage, RSA is one of the world's leading multinational quoted insurance groups. RSA has major operations in the UK, Scandinavia, Canada, Ireland and the Middle East and the capability to write business in around 140 countries.



A silhouette of a man carrying a child on his shoulders against a sunset sky with balloons. The man is holding a string of balloons, and the child is holding onto the string. The sun is low on the horizon, creating a warm glow. The background is a clear blue sky with some grass visible at the bottom.

Our Promise  
to You

## ► Service Promise

Your time is precious. We understand you need to know how quickly we will handle your requests. That's why we've made six promises about how fast we can deliver key services, to provide you with peace of mind. These are:

- 1



**Fast Claims Processing**

We commit to processing your claims quickly. Providing we have all the information we need, we aim to process eligible claims within five working days
- 2



**Accessing Medical Care**

If you need to access medical care that needs to be pre-authorised, we will place guarantees of payment with medical providers within two working days, so you can access treatment as quickly as possible
- 3



**24/7 Customer Service**

Our 24/7 customer service teams understand your priorities and respect your time. We respond to all enquiries within one working day
- 4



**Quick Underwriting Decisions**

When you apply for your plan, we will respond to all our underwriting-referred business within two working days, so you receive a decision as quickly as possible
- 5



**Plan documents**

When you buy your plan, if you want to have printed documents, we will dispatch them to you within five working days
- 6



**Go Paper-free**

We encourage you to go paper-free and receive only a membership card. If you do, we will dispatch it within two working days

### Look what our customers say about us!

Results of our Customer Survey 2018 show that the majority of our members are happy with both our top-end benefits and great service.

**Very good, good or excellent** service reported by **90%** of members 

Why Choose  
Us ?



With us, it's easy to get immediate access to top-quality healthcare anywhere in the world.

We make it simple to choose the right cover and access the best medical care for you and your family.



### **Secure**

Reinsured by the financial strength of RGA, a global reinsurance leader in financial protection and the third largest reinsurer in the life and health sector worldwide, operating in 26 countries around the world, delivering expert solutions in individual group life and health reinsurance



### **Fast**

Our quick and simple claims process means you can use our smartphone App, website or email us all your claims for fast reimbursement



### **Service Excellence**

Our peerless customer experience is delivered via a unique set of service promises which set out how fast we will complete important tasks like processing claims



### **Experienced**

We are international health insurance experts. Our senior management team has over 200-years combined experience and >10% employees are medically trained



### **Comprehensive**

WorldCare is one of the most comprehensive, benefit-rich products in the international health insurance market today



### **Always on**

You can access our customer service teams 24-hours a day, 365-days a year



### **Innovative**

Our state-of-the-art website provides instant access to plan documents, management information and claims tracking information



### **Access**

Our worldwide network of medical providers offers access to healthcare without you having to pay up-front



### **Transparent**

We operate an up-front approach to underwriting which means that all our members know exactly what they're covered for and what they're not



### **Global**

Now Health's local service offices in Asia Pacific, the Middle East, Europe and the Americas offer a truly worldwide service



### **Wellness**

Our preventive care additional option means you can look after your future health too



### **No Claims Discount**

If you are lucky enough not to have claimed, we give you a discount for every year you stay claim free



Our  
Added Value  
Services



## ► Support to stay well and support when you need it

At Now Health we think it's important to support you with your overall health and wellbeing. That's why we offer a range of added value services in addition to your core plan protection, so you know we're there for you, every step of the way.



### Travel Assistance

**Why:** We know our globally mobile members frequently travel abroad, both for work and pleasure. To help provide you with the protection you need when you travel, we offer a travel assistance service.

**What:** With our partner Assist Amecia we offer a range of services including:

- ✓ Pre-trip information
- ✓ Emergency prescription service if you forget your medicine while abroad
- ✓ Support for you and your family should you fall ill abroad, including care of elderly or minor children
- ✓ Early trip return in the event of an emergency
- ✓ Lost luggage assistance
- ✓ Legal and interpreter assistance

**How:** Register for this service when you buy your plan.



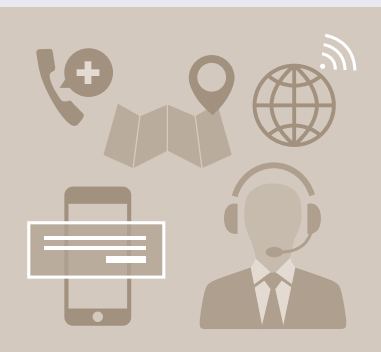
### Second Medical Opinion

**Why:** A second medical opinion can help provide reassurance, particularly for those who are uncertain about their diagnosis, have a complex condition, or are unsure about what treatment plan to choose.

**What:** Leveraging our extensive network of medical experts worldwide, we provide our members with a second medical opinion service to help ensure you get the right diagnosis and the right treatment.

Members can access this service for both acute and long term conditions, and in most cases the second medical opinion will be delivered within a matter of days.

**How:** Simply contact your local Customer Service team to use this service. [measervice@worldcare.ae](mailto:measervice@worldcare.ae)



### Global Concierge Service

**Why:** As an international health insurance provider, we recognise that many of our members may choose to seek treatment overseas, away from their home country.

**What:** To help make this process easier for you, we provide concierge support to help you manage the process. This includes:

- ✓ Recommending where to get treatment
- ✓ Support to book medical appointments
- ✓ Appointment reminders
- ✓ Placing guarantees of payment with the hospital, including in an emergency, so you don't need to pay up front
- ✓ Support with arranging medical visas as and when required

**How:** Simply contact your local Customer Service team to use this service. [measervice@worldcare.ae](mailto:measervice@worldcare.ae)

A man is seen from behind, carrying a young child on his shoulders. Both have their arms raised in a gesture of joy or triumph. They are standing on a beach, with the ocean and a bright, hazy sunset sky in the background. The man is wearing a light-colored, long-sleeved shirt, and the child is wearing a light-colored dress with small dark spots. The overall mood is one of happiness and freedom.

Our  
Digital Tools

## Our Website

### ► Manage your plan online

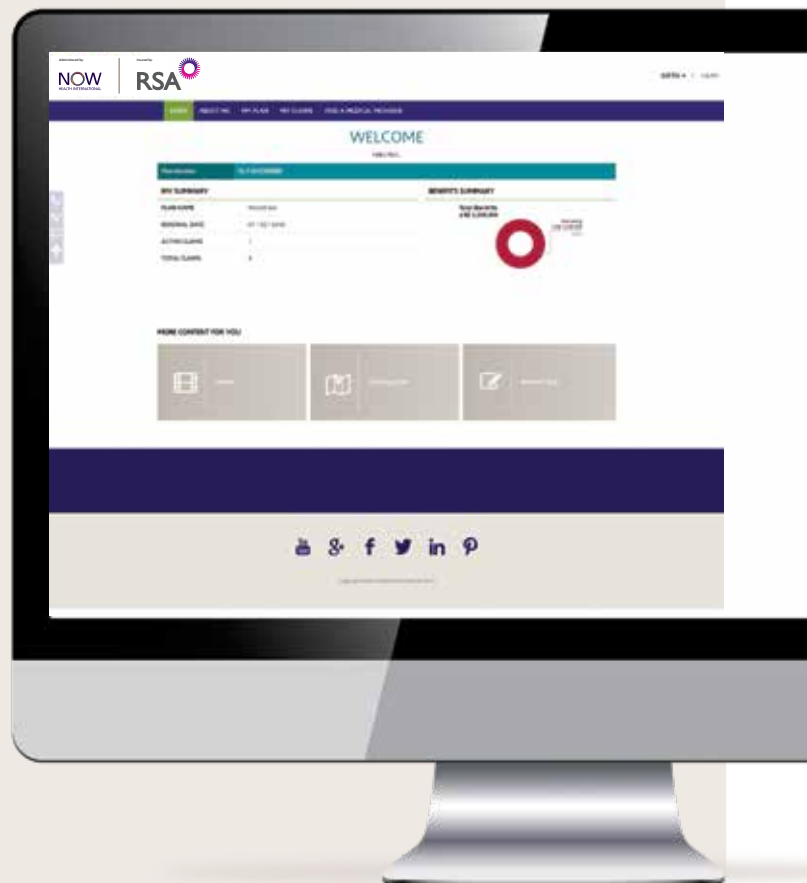
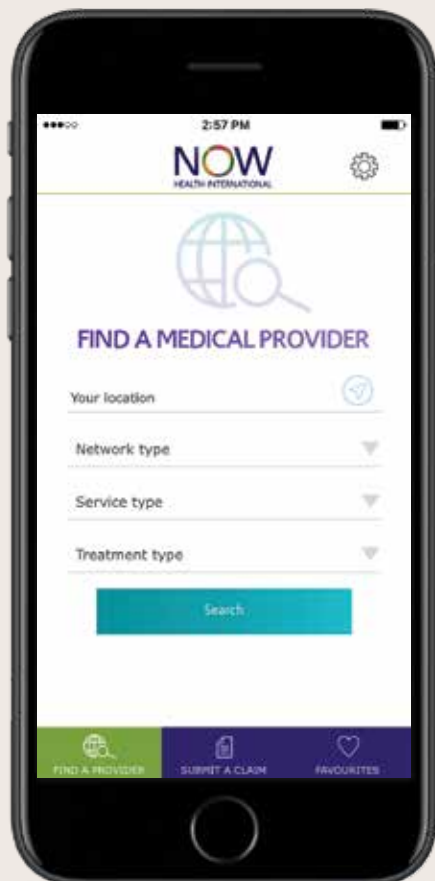
The Now Health International website is designed to make it simpler to manage your international health insurance from accessing your plan documents to tracking your claims.

Members can access their information at any time with Now Health, as 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 including your certificate of insurance, members' handbook and any form you might need to manage your plan.

### ► Submit and track your claims online

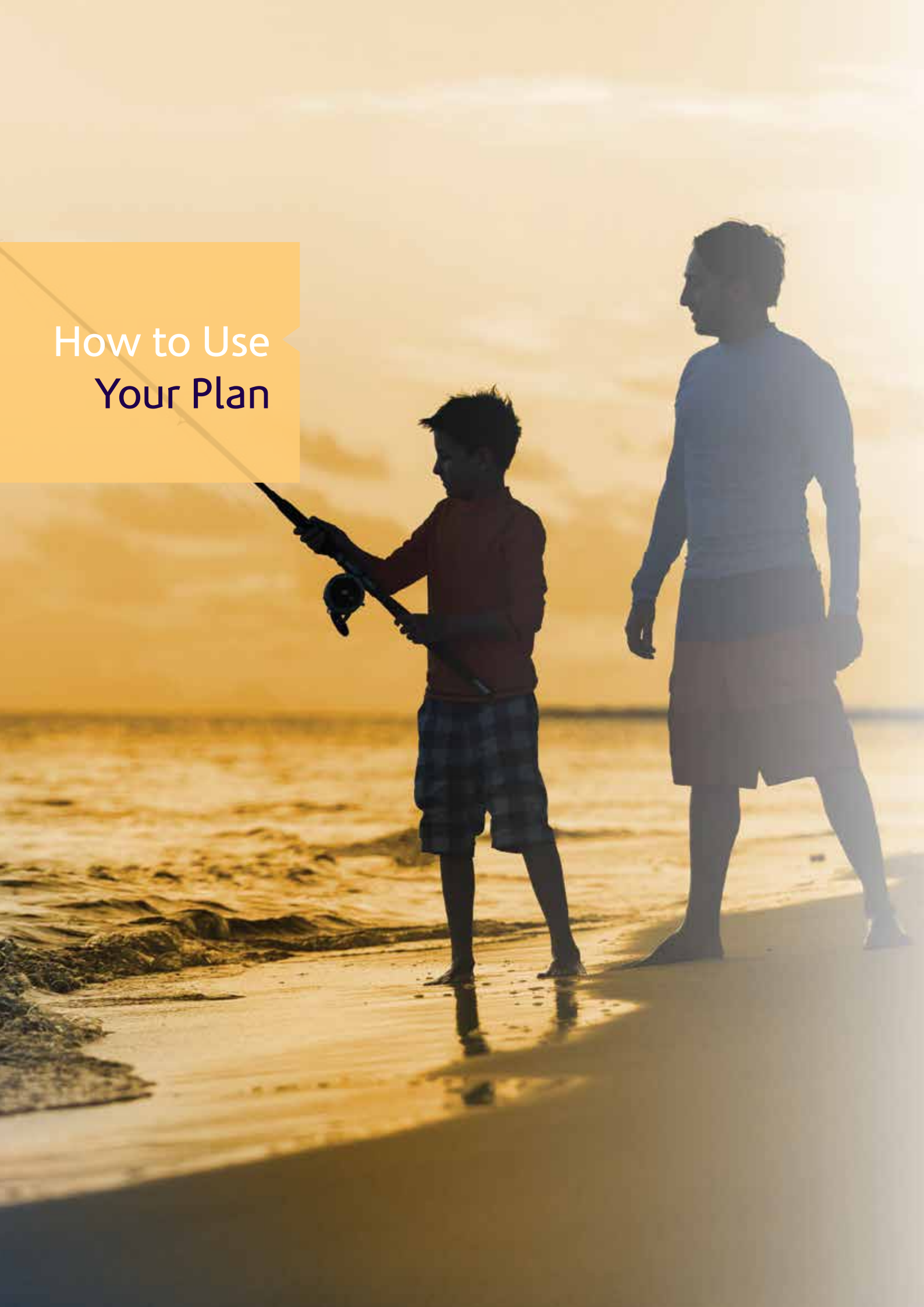
You can submit and track the status of all claims you make online. As soon as we receive your claim, we will notify you by email and SMS (if you have chosen this option).



## Our Smartphone App

- Our smartphone App let's you claim and find doctors at the touch of a button. You can access thousands of medical professionals worldwide and enjoy quick and easy claims handling.

# How to Use Your Plan



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 access to our Out-Patient Direct Billing Network. You can find a medical provider in our network from [www.now-health.com](http://www.now-health.com) or download our smartphone App.



### 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.



### When you need preventive care

If you select one of our wellness additional options, you will be able to access screening, optical and vaccination benefits to safeguard you and your family's future health.



### Accessing help

Our customer service teams around the world are accessible 24-hours a day, 365-days a year. This service is available to you no matter where you are in the world, no matter of what time of day it is. They are on hand to answer any question about your plan, benefits, claims or if you have an emergency and need immediate help.



# 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***.

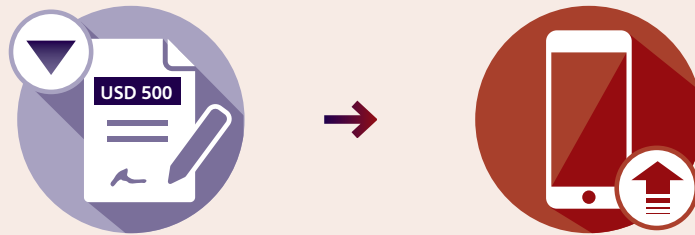
You can track the status of all your claims in our secure online portfolio. We will email and SMS you updates as they happen.

### ***All out-patient claims, and all in/day-patient claims***

**under USD 500** per medical condition

You can claim online using our secure online portfolio or smartphone App.

Alternatively, if you prefer an offline solution you can email, post or fax us the front of the claim form and your scanned receipts.



### ***All in/day-patient claims***

**over USD 500** per medical condition

Complete the front of the claim form and ask your medical practitioner to complete the back of the form.

Upload it using our secure online portfolio, or 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 so they recognise your Now Health card. Any out-patient benefits you have selected will be clearly labelled on the card.

## On the Card front



### 01 Direct Billing

This will indicate what kind of direct billing you are entitled to. If you choose the Restricted Network, you will receive a different design of membership card.

### 07 Out-patient excess

This is the amount you pay towards the cost of any out-patient medical treatment.

### 08 Out-patient co-insurance #

This section indicates if you have selected the 10% or 20% co-insurance treatment option, which means you have to pay either 10% or 20% of any out-patient treatment. If you have not chosen this option, it will say 'Nil'.

### 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.

### 06 Expiry date

This is the last day of your current plan year.

### 09 In/day-patient deductible<sup>§</sup>

This is the annual amount you pay towards the cost of any in/day-patient treatment.

## 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. Your local number 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. Your local number 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.

<sup>§</sup> Annual deductibles are not available to Insured Persons with residence visas in the Emirates of Dubai or Abu Dhabi

<sup>#</sup> Co-Insurance Out-Patient Treatment is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi

A romantic scene of a man and a woman sitting on a wooden swing on a sandy beach. They are seen from behind, looking out at the ocean as the sun sets. The man is wearing a light green t-shirt and dark shorts, and the woman is wearing a dark blue dress. The sky is a mix of soft pinks, oranges, and blues. The water is calm with a slight reflection of the sunset. The overall mood is peaceful and intimate.

# Introducing WorldCare

WorldCare is one of the most comprehensive, 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 basic medical treatment, to a more comprehensive package.



*You can shape the cover you want by adding the following options providing a more comprehensive package for you and your family.*

*See how you can take advantage of your WorldCare plan today!*

- We also have a range of annual **In and Day-Patient Deductibles** to suit your lifestyle. Deductibles give you greater flexibility to tailor your plan to your needs – from a high deductible to reduce your premium, to a low or nil deductible if you expect to use your plan frequently.<sup>§</sup>



- If you choose an optional Deductible, on WorldCare Advance, WorldCare Excel or WorldCare Apex, you must also select a Co-Insurance Out-Patient Treatment option or an Out-Patient Per Visit Excess option. On WorldCare Essential if you choose an optional Deductible and an Out-Patient Charges option, you must also select a Co-Insurance Out-Patient Treatment option.<sup>#</sup>

- You can have an **Out-Patient Per Visit Excess** of either USD 25 or USD 15 per visit to an out-patient medical practitioner \*

- Choose the **Co-Insurance Out-Patient Treatment** option – pay either 10% or 20% of your out-patient treatment. There is a premium discount associated with this option based on the co-insurance you have selected.<sup>#</sup>



- Select **Extended Evacuation and Repatriation** and select **USA Elective Treatment** to give you greater peace of mind if you need to travel abroad.



- **Opt for our Restricted Network option<sup>§</sup>** – No Benefit will be payable in respect of costs associated with Eligible In-Patient, Day-Patient or Out-Patient Treatment made at either the American Hospital and associated clinics, City Hospital, Welcare Hospital and associated clinics of the Mediclinic Group. Please note that if you selected the USD 25 or USD 15 per visit out-patient excess or one of the Co-insurance Plan options, these will still apply in the Restricted Network. (not available for WorldCare Essential). There is a premium discount associated with this option.



- Add options of **Wellness, Optical and Vaccinations** for added flexibility



\* WorldCare Essential is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi.

§ Annual deductibles are not available to Insured Persons with residence visas in the Emirates of Dubai or Abu Dhabi

# Co-Insurance Out-Patient Treatment is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi

\* Please note that only Out-Patient Per Visit Excess USD 15 is available to Insured Persons with residence visas in the Emirate of Abu Dhabi.

§ Restricted Network – UAE Residents only is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi.

**WorldCare**  
At a Glance



## A summary of each plan is shown below.

WorldCare Essential*	WorldCare Advance	WorldCare Excel	WorldCare Apex
Annual maximum up to <b>USD 3m</b>	Annual maximum up to <b>USD 3.5m</b>	Annual maximum up to <b>USD 4m</b>	Annual maximum up to <b>USD 4.5m</b>
 In-patient and day-patient care	 In-patient and day-patient care	 In-patient and day-patient care	 In-patient and day-patient care
 Out-patient charges	 Out-patient care	 Out-patient care	 Out-patient care
 Out-patient charges – Option 2	 Routine & complex dental treatment	 Routine & complex dental treatment	 Routine & complex dental treatment
 Routine & complex dental treatment	 Routine maternity care	 Routine maternity care	 Routine maternity care
 Routine maternity care	 Annual deductible <sup>§</sup>	 Annual deductible <sup>§</sup>	 Annual deductible <sup>§</sup>
 Annual deductible <sup>§</sup>	 Out-patient per visit excess (USD 25, USD 15)*	 Out-patient per visit excess (USD 25, USD 15)*	 Out-patient per visit excess (USD 25, USD 15)*
 Co-insurance out-patient treatment (10%/20%) <sup>#</sup>	 Co-insurance out-patient treatment (10%/20%) <sup>#</sup>	 Co-insurance out-patient treatment (10%/20%) <sup>#</sup>	 Co-insurance out-patient treatment (10%/20%) <sup>#</sup>
 USA elective treatment	 USA elective treatment	 USA elective treatment	 USA elective treatment
 Extended evacuation and repatriation	 Extended evacuation and repatriation	 Extended evacuation and repatriation	 Extended evacuation and repatriation
	 Wellness, optical and vaccinations	 Wellness, optical and vaccinations	 Wellness, optical and vaccinations
	 Wellness, optical and vaccinations – Option 2	 Wellness, optical and vaccinations – Option 2	 Wellness, optical and vaccinations – Option 2
	 Restricted Network <sup>∅</sup>	 Restricted Network <sup>∅</sup>	 Restricted Network <sup>∅</sup>

\* WorldCare Essential is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi.

§ Annual deductibles are not available to Insured Persons with residence visas in the Emirates of Dubai or Abu Dhabi

# Co-Insurance Out-Patient Treatment is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi

\* Please note that only Out-Patient Per Visit Excess USD 15 is available to Insured Persons with residence visas in the Emirate of Abu Dhabi.

∅ Restricted Network – UAE Residents only is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi.



Cover available



Not covered



Optional

# WorldCare Benefit Schedule

Benefit	Essential*	Advance	Excel	Apex
Annual Maximum Plan Limit	USD 3m	USD 3.5m	USD 4m	USD 4.5m
<b>1. Maintenance of Chronic Medical Conditions</b>	Not covered	Full refund	Full refund	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 per medical condition	(i) Full refund (ii) Up to USD 1,500 per medical condition	(i) Full refund (ii) Up to USD 2,000 per medical condition	(i) Full refund (ii) Up to USD 2,500 per medical condition
<b>3. Diagnostic Procedures</b>	Full refund	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) Full refund for in-patient pre and post-operative care (ii) Not covered	(i) Full refund (ii) Up to USD 100,000	(i) Full refund (ii) Up to USD 100,000	(i) Full refund (ii) Up to USD 100,000
<b>7. Organ Transplant</b> (i) Treatment (ii) Donor medical costs	(i) Full refund (ii) Up to USD 50,000	(i) Full refund (ii) Up to USD 50,000	(i) Full refund (ii) Up to USD 50,000	(i) Full refund (ii) Up to USD 50,000
<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	Up to USD 100,000	Up to USD 125,000	Up to USD 150,000
<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	Up to USD 100,000	Up to USD 125,000	Up to USD 150,000
<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 lifetime limit	Up to USD 50,000 lifetime limit	Up to USD 75,000 lifetime limit	Up to USD 100,000 lifetime limit
<b>18. Emergency Non-Elective Treatment USA Cover</b>	Full refund for accident requiring in-patient and day-patient care Illness: in-patient and day-patient care up to USD 25,000 Out-Patient Treatment in an Accident and Emergency Department in a hospital up to USD 500	Full refund for accident requiring in-patient and day-patient care Illness: in-patient and day-patient care up to USD 25,000 Out-Patient Treatment in an Accident and Emergency Department in a hospital up to USD 500	Full refund for accident requiring in-patient and day-patient care Illness: in-patient and day-patient care up to USD 35,000 Out-Patient Treatment in an Accident and Emergency Department in a hospital up to USD 500	Full refund for accident requiring in-patient and day-patient care Illness: in-patient and day-patient care up to USD 50,000 Out-Patient Treatment in an Accident and Emergency Department in a hospital up to USD 500
<b>19. Evacuation and Repatriation</b> <i>Evacuation</i> (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 <i>Repatriation to country of residence or nationality following treatment</i>	(i) Full refund (ii) Full refund (iii) Full refund (iv) Up to USD 200 per day, up to USD 7,500 per person, per evacuation Full refund	(i) Full refund (ii) Full refund (iii) Full refund (iv) Up to USD 200 per day, up to USD 7,500 per person, per evacuation Full refund	(i) Full refund (ii) Full refund (iii) Full refund (iv) Up to USD 200 per day, up to USD 7,500 per person, per evacuation Full refund	(i) Full refund (ii) Full refund (iii) Full refund (iv) Up to USD 300 per day, up to USD 10,000 per person, per evacuation Full refund
<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	(i) Full refund (ii) Up to USD 10,000	(i) Full refund (ii) Up to USD 10,000	(i) Full refund (ii) Up to USD 15,000	(i) Full refund (ii) Up to USD 20,000
<b>21. Hospital Cash Benefit</b>	USD 125 per night	USD 175 per night	USD 225 per night	USD 275 per night
<b>22. Out-Patient Charges</b> <i>Medical practitioner fees</i>	Pre-operative consultations within 15 days from the admission and post hospitalisation consultation within 30 days following discharge from hospital up to maximum USD 2,000 per medical condition	Full refund	Full refund	Full refund
<b>23. Day-Patient and Out-Patient Surgery</b>	Full refund	Full refund	Full refund	Full refund
<b>24. Out-Patient Psychiatric Illness</b>	Not covered	Up to USD 2,500	Up to USD 5,000	Up to USD 7,500
<b>25. Out-Patient Physiotherapy and Alternative Therapies</b> (i) Physiotherapy by a registered physiotherapist, when referred by a medical practitioner, or specialist. (ii) Complementary medicine and treatment by a therapist, when referred by a medical practitioner or specialist. This benefit extends to osteopaths, chiropractors, homeopaths, dietician and acupuncture treatment but excludes physiotherapist covered in (i). (iii) Out-patient treatment for therapies administered by a recognised traditional Chinese medical practitioner or an ayurvedic medical practitioner. We do not cover charges for general chiropody or podiatry.	(i) Up to 5 sessions within 30 days after hospitalisation (ii) Not covered (iii) Not covered	(i) Full refund up to a maximum of 30 sessions (ii) and (iii) Full refund up to a maximum of 30 visits	(i) Full refund (ii) and (iii) Full refund	(i) Full refund (ii) and (iii) Full refund

Benefit	Essential*	Advance	Excel	Apex
<b>26. Nursing Care at Home</b> (i) Care given by a qualified nurse (ii) Emergency out-of-hours medical practitioner (GP) home visits	▶ (i) Up to USD 100 per day up to 30 days per medical condition ▶ (ii) Not covered	▶ (i) Full refund up to 45 days per medical condition ▶ (ii) Not covered	▶ (i) Full refund up to 60 days per medical condition ▶ (ii) Not covered	▶ (i) Full refund up to 120 days per medical condition ▶ (ii) Up to five visits
<b>27. AIDS</b> Cover only available after three years of continuous membership	▶ In-patient and day-patient treatment only up to USD 25,000	▶ Up to USD 25,000	▶ Up to USD 40,000	▶ Up to USD 50,000
<b>28. Maternity</b> Costs incurred within 12 months of plan start date are excluded	▶ Not covered	▶ Not covered	▶ Not covered	▶ Up to USD 17,500
<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.	▶ (i) Not covered ▶ (ii) Not covered	▶ (i) Not covered ▶ (ii) Not covered	▶ (i) Up to USD 1,000 ▶ (ii) Up to USD 2,000	▶ (i) Up to USD 1,500 ▶ (ii) Up to USD 3,000
<b>30. Dubai Health Authority (DHA) Mandatory requirements Benefit</b>	▶ Not available	For Insured Persons with residence visas within the Emirate of Dubai this Plan is extended to provide coverage up to USD 41,000 in aggregate per Insured Person, per Period of Cover for the following basic health services inclusive of Emergency services within the United Arab Emirates		
<b>31. Health Authority Abu Dhabi (HAAD) Mandatory requirements Benefit</b>	▶ Not available	For Insured Persons with residence visas in the Emirate of Abu Dhabi this Group Plan is extended to provide coverage up to USD 69,000 in aggregate per Insured Person, per Period of Cover for the following basic health services within the Emirate of Abu Dhabi and for Emergency services within the United Arab Emirates		
<b>Additional options</b>				
<b>32. USA Elective Treatment</b>	▶ Optional Up to USD 1.5m	▶ Optional Up to USD 1.5m	▶ Optional Up to USD 1.5m	▶ Optional Up to USD 1.5m
<b>33. Co-Insurance Out-Patient Treatment#</b> (i) 10% Co-Insurance Out-Patient Treatment (ii) 20% Co-Insurance Out-Patient Treatment	▶ (i) Optional ▶ (ii) Optional	▶ (i) Optional ▶ (ii) Optional	▶ (i) Optional ▶ (ii) Optional	▶ (i) Optional ▶ (ii) Optional
<b>34. Out-Patient Charges</b> This additional option replaces benefit 22 (i) Medical practitioner fees (ii) a. Physiotherapy b. Treatment by Therapist c. Treatment for therapies by traditional Chinese medical practitioner or an ayurvedic medical practitioner We do not cover charges for general chiropody or podiatry.	▶ Optional ▶ (i) Up to USD 4,500 ▶ (ii) Full refund up to 10 sessions Physiotherapy is limited to 10 sessions and not in addition to Benefit 25	▶ Already covered	▶ Already covered	▶ Already covered
<b>35. Out-Patient Charges – Option 2</b> This additional option replaces benefit 22 (i) Medical practitioner fees and maintenance of chronic conditions (ii) a. Physiotherapy b. Treatment by Therapist c. Treatment for therapies by traditional Chinese medical practitioner or an ayurvedic medical practitioner We do not cover charges for general chiropody or podiatry.	▶ Optional ▶ (i) Up to USD 4,500 ▶ (ii) Full refund up to 10 sessions Physiotherapy is limited to 10 sessions and not in addition to Benefit 25	▶ Already covered	▶ Already covered	▶ Already covered
<b>36. Restricted Network – UAE Residents only<sup>o</sup></b>	▶ Not covered	▶ Optional	▶ Optional	▶ Optional
<b>37. Wellness, Optical and Vaccinations</b>	▶ Not covered	▶ Optional ▶ Combined limit up to USD 500	▶ Optional ▶ Combined limit up to USD 500	▶ Optional ▶ Combined limit up to USD 500
<b>38. Wellness, Optical and Vaccinations – Option 2</b>	▶ Not covered	▶ Optional ▶ Combined limit up to USD 1,000	▶ Optional ▶ Combined limit up to USD 1,000	▶ Optional ▶ Combined limit up to USD 1,000
<b>39. Extended Evacuation and Repatriation</b>	▶ Optional	▶ Optional	▶ Optional	▶ Optional
<b>Deductible Options<sup>§</sup></b>				
<b>Standard Deductible</b>	Nil	Nil	Nil	Nil
<b>Optional Deductibles</b>	USD 1,000	USD 1,000	USD 1,000	USD 1,000
	USD 2,500	USD 2,500	USD 2,500	USD 2,500
	USD 5,000	USD 5,000	USD 5,000	USD 5,000
	USD 10,000	USD 10,000	USD 10,000	USD 10,000
	USD 15,000	USD 15,000	USD 15,000	USD 15,000
<b>Out-Patient Per Visit Excess</b>	▶ Not covered	▶ Optional USD 25	▶ Optional USD 25	▶ Optional USD 25
<b>Out-Patient Per Visit Excess – Option 2*</b>	▶ Not covered	▶ Optional USD 15	▶ Optional USD 15	▶ Optional USD 15

▶ Full refund ▶ Not covered ▶ Subject to limits ▶ Optional

\* WorldCare Essential is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi.

§ Annual deductibles are not available to Insured Persons with residence visas in the Emirates of Dubai or Abu Dhabi

# Co-Insurance Out-Patient Treatment is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi

\* Please note that only Out-Patient Per Visit Excess USD 15 is available to Insured Persons with residence visas in the Emirate of Abu Dhabi.

o Restricted Network – UAE Residents only is not available to Insured Persons with residence visas in the Emirate of Abu Dhabi.



A woman in a striped shirt and shorts is walking on a beach at sunset, holding the hand of a small child in a white tank top and red pants. The sun is low on the horizon, creating a warm, golden glow over the water and sand. The woman is looking down at the child, and they are both walking towards the water. The background shows a calm sea with some distant buildings and trees under a clear sky.

# What We Don't Cover

There are some 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 Allergy Testing
- 5 Chemical exposure
- 6 Cosmetic treatment
- 7 Contamination
- 8 Chronic conditions (Essential plan only)
- 9 Coma or Vegetative State
- 10 Deductible, out-patient per visit excess or co-insurance
- 11 Dental care  
– unless this additional option has been chosen
- 12 Developmental disorders
- 13 Dietary supplements, vitamins or minerals and cosmetic products
- 14 Eating disorders
- 15 Experimental treatment and drugs
- 16 Eyesight tests or vision correction, hearing tests, hearing or visual aids  
– except as stated in the benefit schedule
- 17 External appliance and/or prosthesis
- 18 Failure to follow medical advice
- 19 Foetal surgery
- 20 Genetic testing
- 21 Hazardous sports and pursuits
- 22 HIV, AIDS or sexually transmitted disease  
– except as stated in the benefit schedule
- 23 Hormone Replacement Therapy  
– unless caused due to medical intervention
- 24 Morbid obesity
- 25 Nursing homes, convalescence homes, health hydros and nature cure clinics
- 26 Pregnancy or maternity  
– unless this option has been chosen or included within the core benefits of the plan
- 27 Pre-existing Medical Conditions  
– unless agreed by us in writing
- 28 Professional sports
- 29 Reproductive medicine
- 30 Routine examinations, health screening  
– except as stated in the benefit schedule
- 31 Second opinions  
– unless agreed by us in writing as part of the added value Interconsultation® service
- 32 Self-inflicted injuries or attempted suicide
- 33 Sexual problems and gender re-assignment
- 34 Sleep disorders
- 35 Travel/accommodation costs  
– except those pre-authorised by us
- 36 Travelling against medical advice
- 37 Treatment by a family member
- 38 Treatment charges outside of our reasonable and customary range

# Join us today

It's quick and easy to join us.

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



Intermediary details

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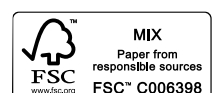
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