



## COVID-19

### 5 WAYS WE'RE HERE TO HELP

1

There is no pandemic exclusion across our plans, so if a member is diagnosed with COVID-19 and needs treatment, the usual terms and conditions of their plan will apply. All our plans offer a full refund up to the annual maximum benefit limit of the plan for Hospital Charges, Medical Practitioner and Specialist Fees\*, subject to any Annual Deductible or co-insurance selected.

2

Our plans include cover for treatment in an isolation ward if this is deemed necessary by a medical practitioner, as per the Hospital Charges, Medical Practitioner and Specialist Fees benefit of the plan\*.

3

What's more, if a member does need to be hospitalised in a government facility or other public hospital with COVID-19, they will be entitled to a daily cash benefit provided the hospitalisation is free of charge. Assuming a stay of 30 days the total cash benefit could be USD 3,750 or higher, depending on their plan. Please refer to the per day cash benefit limit of our plans\*.

4

We're also introducing faster turnaround times for treatment pre-authorisations and claims processing for any member diagnosed with COVID-19, so our members can rest assured they will get access to available treatment fast\*.

5

Finally, we're extending the claim submission period from six to nine months for members diagnosed with COVID-19, so our members can focus on getting well first and foremost\*.

*\*Please refer to our plan terms and conditions for further details.*

*This flyer is valid as of 23 April 2020. Where there are any changes to the information provided we will publish updates on our website [www.now-health.com/en/covid-19-information/](http://www.now-health.com/en/covid-19-information/), and we accept no responsibility to issue an updated flyer.*

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