

Instruction for claims

1. What kind of materials should collect for outpatient?

- (1) Outpatient medical record: It is imperative for the doctor to write the outpatient medical record;
- (2) The original invoice with two stamps: Please collect the original invoices. In case of invoice losing, you can't get reimbursed;
- (3) Please keep your laboratory test report, examination report and prescription and then submit all of materials for reimbursement;
- (4) Please write a report to show us clearly where, when and how you get injured. Your clear handwritten signature is required.

2. Requirement for advanced payment:

If diagnosis confirms that the insured must be hospitalized and need to apply for advanced payment, please make sure that you call 025-57930219 (9:00 a.m. to 5:30 p.m. on weekdays) before hospitalized. And you need to provide the following documents through E-mail or Wechat: passport photo, mobile phone number, medical record, examination report and doctor telephone.

3. Notice of hospitalization:

Clarify the reimbursement notices with doctor. When you choose the medicine or treatment which not include in your local social insurance category, this part of fee will not be covered by insurance company. You shall pay for the medicine and treatment by yourself. Insurance company

can only cover insured who treated in general ward.

4. What kind of materials should collect for hospitalization?

The following materials need to be provided when discharge from hospital: original invoice with stamp, original detailed medical expenditure sheet, copy of hospital discharge summary or medical record of hospitalization.

5. Other documents for reimbursement:

- (1) Application for claim;
- (2) Copy of passport;
- (3) Name of certification: You are required to provide the name of certification in case of the name in the invoices is different from the passport;
- (4) Process of the accident and its proof: to show us where, when and how you get injured;
- (5) Copy of bank card (front and back are needed).

6. Liability Exemption Tips:

- (1) Private hospital (Except Taikang Xianlin Drum Tower Hospital);
- (2) Ward area for special treatment and needs;
- (3) Ward area for foreigners;
- (4) Ward area for high-ranking officials;
- (5) Driving under the influence, driving without a legal and valid license a motor vehicle without a valid driving license on the part of the insured;

- (6) Ward area of foreigners;
- (7) Pregnancy ,miscarriage or delivery on the part of the insured, infertility treatment, artificial insemination, prenatal and postnatal check, birth control, abortion and complications caused by above-mentioned causes;
- (8) The self-paid or partly self-paid items and expenses cannot be reimbursed;
- (9) Expenses of orthopedics, diorthosis, face-lift or rehabilitation therapy by the insured;
- (10) Congenital diseases, hereditary diseases, existing disease (disease or symptoms that already exist prior to the date of insurance);
- (11) Please read the insurance terms for more disclaimers.