

YOUR HEALTHLINE

NEWSLETTER - AUGUST 2016 ISSUE



Healthline Solutions Ltd

"PROVIDING QUALITY MEDICAL SOLUTIONS"

Bupa OP desk at Aga Khan Hospital Nairobi....

- *Please discuss your cover with us, should any changes be required we can arrange for this*
- *We represent various providers thus can give best advice on International covers and various options and choices*
- *Check out our website : www.hls.co.ke*
- *We post a lot of updates on our Facebook, Twitter & Linked -In pages, please follow us*

Some good news for Bupa International Members!

Bupa International has now set up an out-patient desk at the Aga Khan Hospital Nairobi in a bid to better serve clients. It is situated near the Pediatric casualty.

Members can now access out-patient direct billing at the hospital and at a number of network doctors practicing at the Doctors plaza.

Generally a Bupa Member can present their card to the doctor's receptionist and they would contact the desk for pre-authorization as long as doctor is within the network, thus client would not have to pay for consultation.

The desk can also assist in authorization of any out-patient procedures at the hospital Casualty depending on the members level of cover.

Please note this is only for out-patient services, all planned in-patient hospitalization & day case surgery still requires usual pre-authorization process.

The out-patient service will not include direct settlement for Dental, Optical, Wellness & Vaccinations, these benefits will remain as re-imburement benefits for all members. Also some technical restrictions may apply, please consult us for more details.



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Various updates

- Please note Third party premium payments are no longer accepted, payment must be from the clients own bank account or Company account for group schemes.
- MP Shah Hospital now has an Executive wing which is not covered, only Karania Wing room is eligible, hospital administration should be able to assist when admitting.
- Please note Dental Orthodontic treatment age limit (for those with additional Routine Dental cover) is now upto Age 19 only.
- Any change of cover from International to Africa Plan may be subject to fresh underwriting,
- Claim forms : please ensure these are fully completed by consulting doctor, with diagnosis & treatment indicated, stamped & signed and all original invoices, receipts, prescriptions and relevant documents should be attached.
- Please make use of Bupa Second Opinion service incase on un-clear diagnosis, contact us for more details.

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