

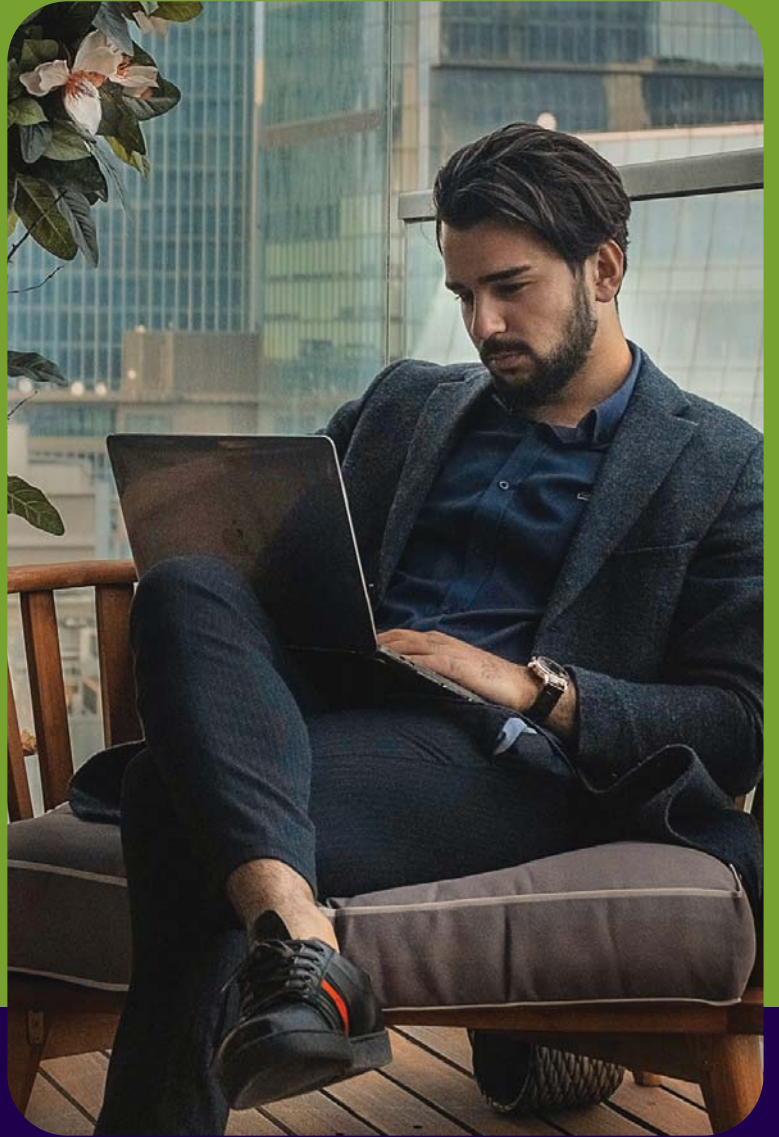
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Insured by:



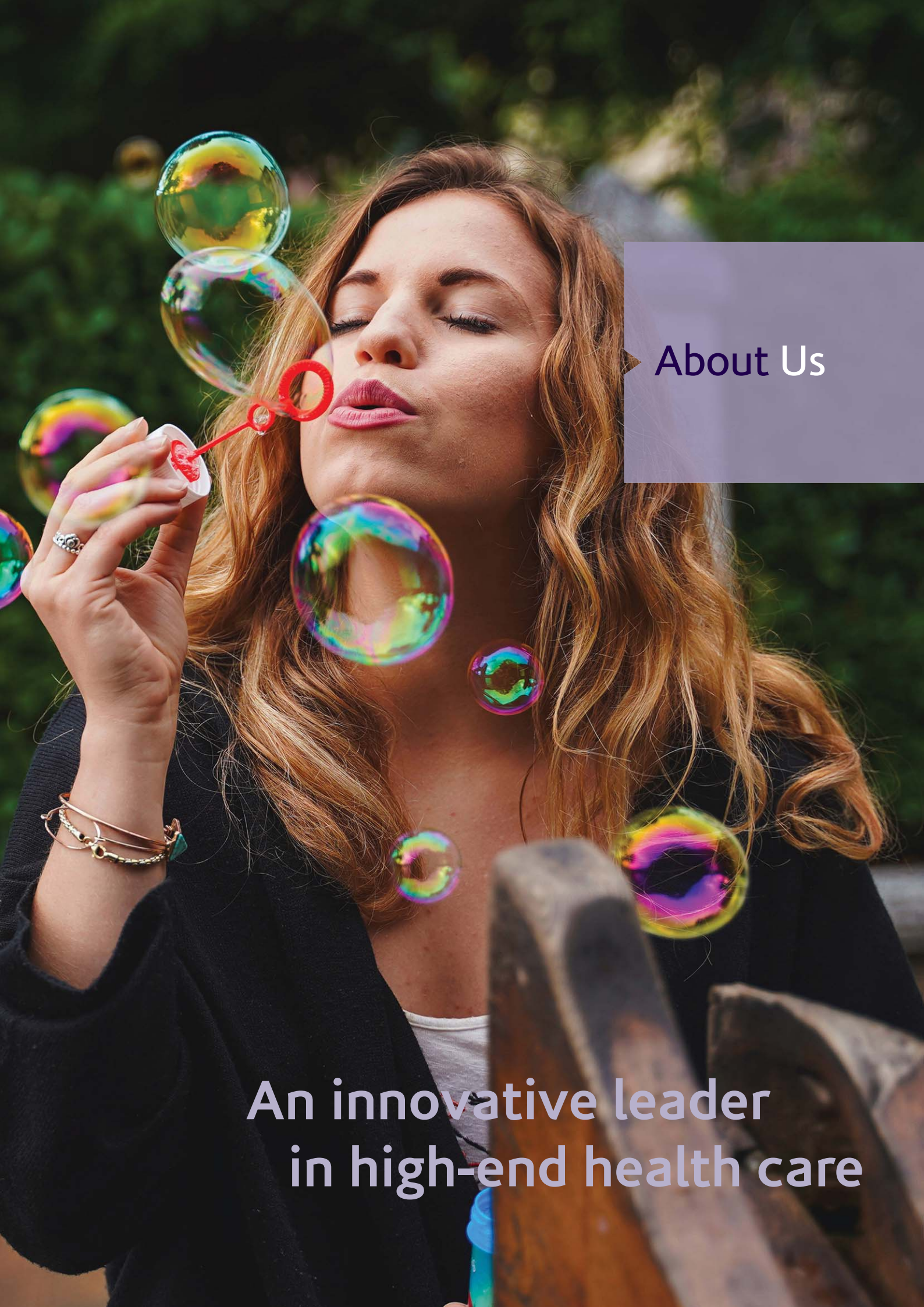
# WorldCare Explained



*Companies*

Insured by Arabia Insurance Company S.A.L.





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, Jakarta, Matla and Spain.

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 16 sales/service offices, 125,000+ members, 407 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



# 407

Staff



# 5,000+

Distribution



Partners  
Globally

# 16

Offices





## Our Global Presence

Our main markets are Asia Pacific, Canada, Caribbean, United Kingdom, Europe, Latin America and the Middle East, offering personalised customer service from our 16 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

Established in 1944 and present across nine Arab countries, Arabia Insurance Company S.A.L. owes its strength to 75 years of regional expertise, locally customised solutions, and a key focus on customer centricity to meet customers' evolving needs. Arabia Insurance Company S.A.L. has drawn its objectives over-delivering adequate coverage, proper and prompt claims handling, product development and the latest technical updating. The core of Arabia's success lies in understanding individual needs and maintaining a close relationship with customers.



# ► Our Promise to Members

## Service Promise

Your employees 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, you can use your secure online portfolio to view and download plan document

6



### ***Go Paper-free***

You can use your secure online portfolio to download your membership card and add it to your smartphone wallet

## ► 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 employees.



### **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 your employees can use our smartphone App, website or email us all their 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**

Your employees 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 your employees 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 your employees can look after their future health too

## ► Our Added Value Services

### Support to stay well and support when Your employees need it

At Now Health we think it's important to support your employees with their 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 your employees, every step of the way.



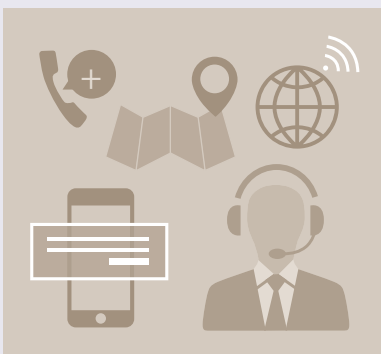
#### Second Medical Opinion

**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 your employees with a second medical opinion service to help ensure they 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:** Employees simply contact their local Customer Service team to use this service. [CustomerService@now-health.com](mailto:CustomerService@now-health.com)



#### 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 your employees, we provide concierge support to help them 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 your employees don't need to pay up front
- ✓ Support with arranging medical visas as and when required

**How:** Employees simply contact their local Customer Service team to use this service. [CustomerService@now-health.com](mailto:CustomerService@now-health.com)



## EAP (For SME Clients Only)

**Why:** At Now Health International we believe that mental health and well-being are integral components of your overall health. That's why we offer an Employee Assistance Programme (EAP) as an additional level of support to our SME clients, helping employees and their families to cope with real-life challenges and proactively manage their well-being.

**What:** The confidential EAP service is provided by LifeWorks (TELUS). The service includes:

- ✓ Immediate support by phone from specialised professionals in counselling, social work, psychology or human services, available 24/7 in multiple languages
- ✓ Each member is eligible for 5 sessions of short-term counselling per plan year
- ✓ Clients can also access a range of health and wellness advice via the EAP portal and App

**How:** Once you purchase your plan, eligible members can access this free service by logging into the [LifeWorks Portal](#) or App.

*\* Please note the EAP service is only available to our SME members (i.e. those on a company plan with 99 employees or less) with one of our enhanced WorldCare plans.*



## Pharmacy Delivery Service

We understand you need to receive your medication in a timely manner and have designed a simple process to help achieve this.

- ✓ You call our 24/7 Customer Service team with your existing prescription to request our Pharmacy Delivery Service at least seven days before you need the medicine
- ✓ If you require a refill prescription, a teleconsultation or a doctor home-visit can be arranged so you do not need to visit a doctor
- ✓ Once the pharmacy verifies your prescription, they will contact you to arrange delivery
- ✓ The pharmacy confirms delivery to us, and we'll pay the relevant cost of medication covered under your health insurance plan. If co-pay is applicable, you will need to pay via card or cash when your prescription is delivered



# ► Our Digital Tools

## Our Website

### Manage your company 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 group plan documents from here, including the certificate of insurance, group agreement, members' handbook and any form you might need. You can add and delete employees, order replacement membership cards for your staff and track all claims activity on your plan. Our complete online solution means that you can choose to go paper-free, although you can always request to receive your documents by post if you prefer.

### Online management reporting

We prepare regular management reports about your plan so you always have an up to date view of how your plan is running, including a statement of account, claims summary and a membership list.

### Designed for your employees

Our intuitive online tools are designed to make it easier for your employees to use their plan too. Each employee gets their own secure online portfolio where they can view and download their plan documents and track the status of their claims.

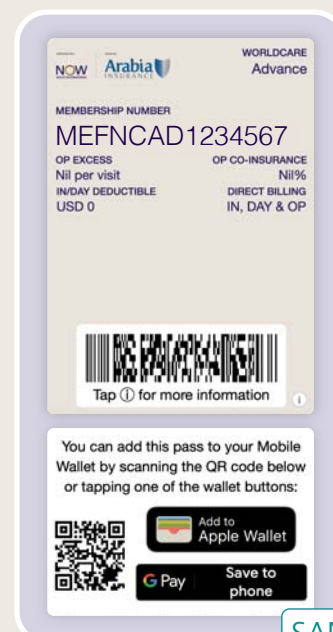


## Our Smartphone App

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.

## Our Mobile Pass

- Instantly access key plan information on your smartphone, including your plan type, expiry date and whether any Annual Deductible applies
- Get in touch with us via the click to call feature
- Validate your cover when seeking medical treatment in our network
- Access your secure online portfolio to submit claims, pre-authorisation requests and more!
- Available for both iPhone and Android wallet



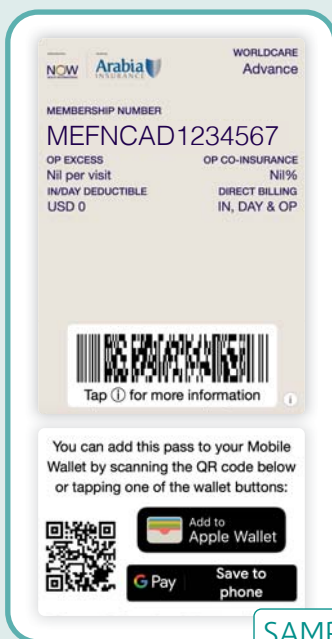
SAMPLE

## ► Our Mobile Pass

Our secure online portfolio is designed to make it easy to access all your plan information in just a few clicks. You can use secure online portfolio to download membership card and add it to smartphone wallet.

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



SAMPLE

- Plan name and option
- Membership number
- In/Day-Patient Deductible
- Out-Patient Co-Insurance
- Direct Billing
- A barcode for medical providers

### On the Card back

#### YOUR PLAN

##### VALIDATE MY PLAN

Name: Sara Mirae  
 NHI Membership Number: MEFNCAD1234567  
 DHA Member ID: I012-123-123456789-01  
 Start Date: 23-MAY-23  
 Expiry Date: 22-MAY-24  
 In/Day-Patient Deductible: USD 0  
 Out-Patient Excess: Nil per visit  
 Out-Patient Co-Insurance: Nil%  
 Direct Billing: - Out-Patient & In/Day-Patient  
 - Maternity Nil Co-Insurance  
 Area Of Cover: Worldwide Excluding USA  
 Network:  
 Group Name: N/A

View your full plan benefits. Tap here to log into your portfolio and select 'My Plan'.

##### SUBMIT CLAIM

Use the app button at the top of the pass to use the mobile app.  
 Tap here to log in to your portfolio.

##### TRACK YOUR CLAIMS

Tap here to log into your portfolio and select 'My Claims'.

##### HOW TO REACH US

Tap here to chat online

CUSTOMER SERVICE:  
 UAE: +97144501410  
 Asia Pacific: +8522797310  
 Indonesia Toll-free: 08001889900  
 Indonesia Toll: +622127836910  
 Singapore: +6568802300

China: +862161560910  
 UK: +441276602110  
 Malta: +35622605110  
 Spain: +34911841690  
 Rest of the World: +97144501510

24-HOUR EMERGENCY ASSISTANCE:  
 UAE: +97144501440  
 Asia Pacific: +8522797340  
 Indonesia: +622127836940  
 Singapore: +6568802304  
 China: +862161560914  
 UK: +441276602110  
 Malta: +35622605240  
 Spain: +34911841691  
 Rest of the World: +97144501540

MAILING ADDRESS:  
 Arabia Insurance Company S.A.L. c/o Now Health International Gulf Third Party Administrators LLC, Unit 3701, Burj Al Salam Building, 3 Sheikh Zayed Rd, PO Box 334337, Dubai, United Arab Emirates

INSURANCE DETAILS  
 This plan is insured by Arabia Insurance Company S.A.L.

Please present this card to your medical provider as evidence of your cover with us.

This membership card is the property of Arabia Insurance Company and will be voided if your cover stops mid-way through a plan year.

##### LATEST NEWS

Tap here to find out the latest news from us.  
 Tap here to read our blog.  
 Tap here to watch our explainer videos.

SAMPLE

- Member name
- Membership number
- Start Date
- Expiry Date
- Plan information
- Submit claim
- Track your claims
- Customer Service
- 24-HOUR Emergency Assistance
- Mailing address
- Insurance details
- Latest news

## ► How to Use Your Company Plan

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

### When your employees 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 your employees need in-patient or day-patient treatment

If your employees 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 employee's call.

### When your employees need preventive care

If you select one of our wellness additional options, your employees will be able to access screening, optical and vaccination benefits to safeguard you and your employee'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 your employees have accessed treatment within our out-patient direct billing network or if we've placed a guarantee of payment for them, there's no need to do anything further.

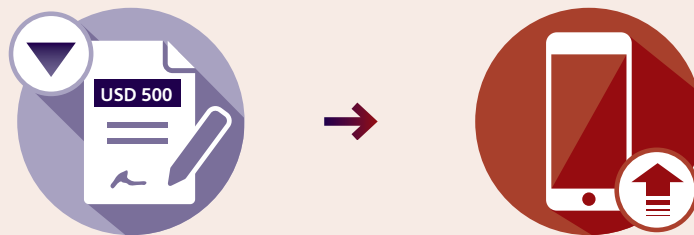
If your employees have had to pay and claim, we will process their eligible claims within ***five working days or less***.

Your employees can track the status of all their claims in their secure online portfolio. We will email and SMS them updates as they happen.

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

#### **under USD 500** per medical condition

Employees 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.





# ► 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.

## WorldCare Essential

is the most affordable package for people who want to be sure they can access in-patient and day-patient hospital care when they need it, while minimising their health insurance costs.

## WorldCare Advance

covers you for all-round medical care for in-patient, day-patient treatment and out-patient care including GP and specialist appointments, physiotherapy and alternative therapies.

## WorldCare Excel

covers you at higher benefit levels than Advance for in-patient, day-patient and out-patient treatment and includes routine and complex dental care.

## WorldCare Apex

is the highest level of cover. With very high benefit limits, it includes in-patient, day-patient, out-patient, routine and complex dental treatment, and routine maternity care.

WorldCare



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

*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>



- 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, Dental Care and Maternity** for added flexibility



- 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>



- **Teleconsultation services** will be paid in full with Now Health International medical providers even if you have selected an Out-Patient co-insurance or Out-Patient per visit excess.



\* 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.

- **Medical History Disregarded** – where we may be able to offer cover without asking for detailed medical information on your employees up-front (for compulsory group plans with 10 or more employees)



# ► 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>
<ul style="list-style-type: none"> <li> In-patient and day-patient care</li> <li> Out-patient charges</li> <li> Out-patient charges – Option 1/2/3</li> <li> Routine &amp; complex dental treatment</li> <li> Menopause Hormone Replacement Therapy</li> <li> Annual deductible<sup>§</sup></li> <li> Co-insurance out-patient treatment (10%/20%)<sup>#</sup></li> <li> USA elective treatment</li> <li> Extended evacuation and repatriation</li> <li> Medical history disregarded</li> <li> Routine maternity care</li> </ul>	<ul style="list-style-type: none"> <li> In-patient and day-patient care</li> <li> Out-patient care</li> <li> Menopause Hormone Replacement Therapy</li> <li> Routine &amp; complex dental treatment</li> <li> Routine maternity care (no co-insurance/ 20% co-insurance)<sup>†</sup></li> <li> Annual deductible<sup>§</sup></li> <li> Out-patient per visit excess (USD 25, USD 15)*</li> <li> Co-insurance out-patient treatment (10%/20%)<sup>#</sup></li> <li> USA elective treatment</li> <li> Extended evacuation and repatriation</li> <li> Wellness, optical and vaccinations</li> <li> Wellness, optical and vaccinations – Option 2</li> <li> Restricted Network<sup>∅</sup></li> <li> Removal of dental co-insurance</li> <li> Medical history disregarded</li> </ul>	<ul style="list-style-type: none"> <li> In-patient and day-patient care</li> <li> Out-patient care</li> <li> Menopause Hormone Replacement Therapy</li> <li> Routine &amp; complex dental treatment</li> <li> Routine maternity care</li> <li> Annual deductible<sup>§</sup></li> <li> Out-patient per visit excess (USD 25, USD 15)*</li> <li> Co-insurance out-patient treatment (10%/20%)<sup>#</sup></li> <li> USA elective treatment</li> <li> Extended evacuation and repatriation</li> <li> Wellness, optical and vaccinations</li> <li> Wellness, optical and vaccinations – Option 2</li> <li> Restricted Network<sup>∅</sup></li> <li> Removal of dental co-insurance</li> <li> Medical history disregarded</li> </ul>	<ul style="list-style-type: none"> <li> In-patient and day-patient care</li> <li> Out-patient care</li> <li> Menopause Hormone Replacement Therapy</li> <li> Routine &amp; complex dental treatment</li> <li> Routine maternity care</li> <li> Annual deductible<sup>§</sup></li> <li> Out-patient per visit excess (USD 25, USD 15)*</li> <li> Co-insurance out-patient treatment (10%/20%)<sup>#</sup></li> <li> USA elective treatment</li> <li> Extended evacuation and repatriation</li> <li> Wellness, optical and vaccinations</li> <li> Wellness, optical and vaccinations – Option 2</li> <li> Restricted Network<sup>∅</sup></li> <li> Removal of dental co-insurance</li> <li> Medical history disregarded</li> </ul>

\* 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.

† Maternity (20% Co-Insurance) is not available with employees with resident visas within the Emirates of Dubai and 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 Group 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>(i) Hospital charges for in-patient and day-patient treatment</i> <i>(ii) Related ancillary charges</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 1,500 per medical condition</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 1,500 per medical condition</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 2,000 per medical condition</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 2,500 per medical condition</i>
<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>(i) Treatment of renal failure, including renal dialysis on an in-patient basis</i> <i>(ii) Treatment of renal failure, including renal dialysis on an a day-patient or out-patient basis</i>	<i>(i) Full refund for in-patient pre and post-operative care</i> <i>(ii) Up to USD 50,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 100,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 100,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 100,000</i>
<b>7. Organ Transplant</b> <i>(i) Treatment</i> <i>(ii) Donor medical costs</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 50,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 50,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 50,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 50,000</i>
<b>8. Cancer Treatment</b>	Full refund	Full refund	Full refund	Full refund
<b>9. Pregnancy 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 or 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 or 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 or 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 or 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>(i) Transportation costs</i> <i>(ii) Reasonable local travel costs to and from medical appointments</i> <i>(iii) Reasonable travel costs for a locally-accompanying person</i> <i>(iv) Non-hospital accommodation costs</i> <i>Repatriation to country of residence or nationality following treatment</i>	<i>(i) Full refund</i> <i>(ii) Full refund</i> <i>(iii) Full refund</i> <i>(iv) Up to USD 200 per day, up to USD 7,500 per person, per evacuation</i> Full refund	<i>(i) Full refund</i> <i>(ii) Full refund</i> <i>(iii) Full refund</i> <i>(iv) Up to USD 200 per day, up to USD 7,500 per person, per evacuation</i> Full refund	<i>(i) Full refund</i> <i>(ii) Full refund</i> <i>(iii) Full refund</i> <i>(iv) Up to USD 200 per day, up to USD 7,500 per person, per evacuation</i> Full refund	<i>(i) Full refund</i> <i>(ii) Full refund</i> <i>(iii) Full refund</i> <i>(iv) Up to USD 300 per day, up to USD 10,000 per person, per evacuation</i> Full refund
<b>20. Mortal Remains</b> <i>(i) Transportation of body or ashes of insured person to country of residence or country of nationality</i> <i>(ii) Burial or cremation costs at the place of death</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 10,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 10,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 15,000</i>	<i>(i) Full refund</i> <i>(ii) Up to USD 20,000</i>
<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>(i) Medical practitioner fees</i> <i>(ii) Teleconsultation</i> <i>(iii) Vitamins and minerals</i>	<i>(i) and (ii) 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</i> <i>(iii) Not covered</i>	<i>(i) and (ii) Full refund</i> <i>(iii) Up to USD 150 per period of cover</i>	<i>(i) and (ii) Full refund</i> <i>(iii) Up to USD 150 per period of cover</i>	<i>(i) and (ii) Full refund</i> <i>(iii) Up to USD 150 per period of cover</i>
<b>23. Menopause Hormone Replacement Therapy</b>	Not covered	Up to USD 500 per Period of Cover	Up to USD 600 per Period of Cover	Up to USD 750 per Period of Cover
<b>24. Day-Patient and Out-Patient Surgery</b>	Full refund	Full refund	Full refund	Full refund

Benefit	Essential*	Advance	Excel	Apex
<b>25. Out-Patient Psychiatric Illness</b>	▶ Not covered	▶ Up to USD 2,500	▶ Up to USD 5,000	▶ Up to USD 7,500
<b>26. Out-Patient Physiotherapy and Alternative Therapies</b> (i) Physiotherapy by a registered physiotherapist. (ii) Complementary medicine and treatment by a therapist. This benefit extends to osteopaths, chiropodists and podiatrists, 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 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
<b>27. 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>28. 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>29. 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>30. 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>31. 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. For detailed benefit description please refer to the members handbook.		
<b>32. 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. For detailed benefit description please refer to the members handbook.		



Benefit	Essential*	Advance	Excel	Apex
<b>Additional options</b>				
<b>33. 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>34. 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>35. Out-Patient Charges</b> (i) Medical practitioner fees (ii) Teleconsultation (iii) Vitamins and minerals This Benefit (i), (ii) and (iii) replaces Benefit 22 – Out-Patient Charges. (iv) a. Physiotherapy b. Treatment by Therapist c. Treatment for therapies by traditional Chinese medical practitioner or an ayurvedic medical practitioner (v) Out Patient Psychiatric Illness This Benefit replaces Benefit 25 – Out-Patient psychiatric illness (vi) Menopause Hormone Replacement Therapy This Benefit replaces Benefit 23 – Menopause Hormone Replacement Therapy	Optional (i)and (ii) Up to USD 5,000 (iii) Up to USD 150 per period of cover in aggregate of overall Out-Patient Charges Benefit limit (iv) Full refund up to 10 sessions Physiotherapy is limited to 10 sessions and not in addition to Benefit 26. (v) Up to USD 500 per period of cover and subject to a maximum of 10 sessions per period of cover (vi) Up to USD 400 per Period of Cover	Already covered	Already covered	Already covered
<b>36. Out-Patient Charges – Option 2</b> (i) Medical practitioner fees and maintenance of chronic conditions (ii) Teleconsultation (iii) Vitamins and minerals This Benefit (i), (ii) and (iii) replaces Benefit 22 – Out-Patient Charges. (iv) a. Physiotherapy b. Treatment by Therapist c. Treatment for therapies by traditional Chinese medical practitioner or an ayurvedic medical practitioner (v) Out Patient Psychiatric Illness This Benefit replaces Benefit 25 – Out-Patient psychiatric illness (vi) Menopause Hormone Replacement Therapy This Benefit replaces Benefit 23 – Menopause Hormone Replacement Therapy	Optional (i)and (ii) Up to USD 5,000 (iii) Up to USD 150 per period of cover in aggregate of overall Out-Patient Charges Benefit limit (iv) Full refund up to 10 sessions Physiotherapy is limited to 10 sessions and not in addition to Benefit 26. (v) Up to USD 500 per period of cover and subject to a maximum of 10 sessions per period of cover (vi) Up to USD 400 per Period of Cover	Already covered	Already covered	Already covered
<b>37. Out-Patient Charges – Option 3</b> (i) Emergency Out-Patient Benefit (ii) Pre and Post-Operative Out-Patient Charges: a. Medical Practitioner fees b. Teleconsultation c. Physiotherapy by a Registered Physiotherapist This Benefit replaces Benefit 22- Out-Patient Charges and Benefit 26 – Out-Patient Physiotherapy and Alternative Therapies.	(i) Up to USD 300 per Period of Cover in aggregate and subject to USD 25 Out-Patient Per Visit Excess (ii) Up to USD USD 3,500 per Medical Condition per Period of Cover Physiotherapy is up to 5 sessions within 90 days following hospitalisation in aggregate.	Not covered	Not covered	Not covered
<b>38. Restricted Network – UAE Residents only<sup>o</sup></b>	Not covered	Optional	Optional	Optional
<b>39. Wellness, Optical and Vaccinations</b>	Not covered	Optional For compulsory group plans 3+ employees Combined limit up to USD 500	Optional For compulsory group plans 3+ employees Combined limit up to USD 500	Optional For compulsory group plans 3+ employees Combined limit up to USD 500
<b>40. Wellness, Optical and Vaccinations - Option 2</b>	Not covered	Optional For compulsory group plans 3+ employees Combined limit up to USD 1,000	Optional For compulsory group plans 3+ employees Combined limit up to USD 1,000	Optional For compulsory group plans 3+ employees Combined limit up to USD 1,000
<b>41. Medical History Disregarded</b> Waiting period for maternity or dental care benefits does not apply	Optional For compulsory group plans 10+ employees	Optional For compulsory group plans 10+ employees	Optional For compulsory group plans 10+ employees	Optional For compulsory group plans 10+ employees
<b>42. Dental Care for Essential</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.	Optional For compulsory group plans 10+ employees (i) Up to USD 250 (ii) Up to USD 1,000	Not covered	Not covered	Not covered
<b>43. 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.	Not covered	Optional For compulsory group plans 10+ employees (i) Up to USD 500 (ii) Up to USD 1,000	Already covered	Already covered

Benefit	Essential*	Advance	Excel	Apex
<b>44. Maternity (No Co-Insurance)</b> Costs incurred within 12 months of plan start date are excluded	▶ Not covered	▶ Optional For compulsory group plans 10+ employees ▶ Up to USD 8,500	▶ Optional For compulsory group plans 10+ employees ▶ Up to USD 12,500	▶ Already covered
<b>45. Maternity (20% Co-Insurance) †</b> Costs incurred within 12 months of plan start date are excluded	▶ Not covered	▶ Optional For compulsory group plans 10+ employees ▶ Up to USD 8,500	▶ Not covered	▶ Already covered
<b>46. Removal of Dental Co-Insurance</b>	▶ Not covered	▶ Optional For compulsory group plans 10+ employees	▶ Optional For compulsory group plans 10+ employees	▶ Optional For compulsory group plans 10+ employees
<b>47. Extended Evacuation and Repatriation</b>	▶ Optional	▶ Optional	▶ Optional	▶ Optional
<b>Deductible Options §</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

\* 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.

† Maternity (20% Co-Insurance) is not available with employees with resident visas within the Emirates of Dubai and Abu Dhabi.

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

## ► 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   | 21 Hazardous sports and pursuits  |
| 2 Administrative and shipping fees   | 22 HIV, AIDS or sexually transmitted disease<br>– except as stated in the benefit schedule                            |
| 3 Alcohol and drug abuse   | 23 Hormone Replacement Therapy<br>– unless caused due to medical intervention   |
| 4 Allergy Testing  | 24 Morbid obesity   |
| 5 Chemical exposure  | 25 Nursing homes, convalescence homes,<br>health hydros and nature cure clinics                                       |
| 6 Cosmetic treatment   | 26 Pregnancy or maternity<br>– unless this option has been chosen or<br>included within the core benefits of the plan |
| 7 Contamination  | 27 Pre-existing Medical Conditions<br>– unless agreed by us in writing  |
| 8 Chronic conditions (Essential plan only)   | 28 Professional sports  |
| 9 Coma or Vegetative State   | 29 Reproductive medicine  |
| 10 Deductible, out-patient per visit excess or co-insurance  | 30 Routine examinations, health screening<br>– except as stated in the benefit schedule                               |
| 11 Dental care<br>– unless this additional option has been chosen  | 31 Second opinions<br>– unless agreed by us in writing as part of the added<br>value Interconsultation® service       |
| 12 Developmental disorders   | 32 Self-inflicted injuries or attempted suicide   |
| 13 Dietary supplements and cosmetic products   | 33 Sexual problems and gender re-assignment   |
| 14 Eating disorders  | 34 Sleep disorders  |
| 15 Experimental treatment and drugs  | 35 Travel/accommodation costs<br>– except those pre-authorised by us  |
| 16 Eyesight tests or vision correction, hearing tests,<br>hearing or visual aids<br>– except as stated in the benefit schedule | 36 Travelling against medical advice  |
| 17 External appliance and/or prosthesis  | 37 Treatment by a family member   |
| 18 Failure to follow medical advice  | 38 Treatment charges outside of our reasonable and<br>customary range   |
| 19 Foetal surgery  |   |
| 20 Genetic testing   |   |



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## Now Health International

### UAE

Arabia Insurance Company S.A.L.  
c/o Now Health International Gulf Third Party Administrators LLC,  
Unit 3701, Burj Al Salam Building, 3 Sheikh Zayed Rd,  
PO Box 334337, Dubai, United Arab Emirates  
T +971 (0) 4450 1410 | F +971 (0) 4450 1416  
MEAService@worldcare.ae

### Rest of the World

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

### Europe (Malta)

Now Health International Services (Europe) Limited  
Dragonara Business Centre 5th Floor,  
Dragonara Road, St Julian's, STJ 3141, Malta  
T +356 2260 5110  
CustomerService@now-health.com

### Europe (Spain)

Now Health International Services (Europe) Limited  
Edificio Orense 34 (Torre Norte – Planta 07),  
Calle Orense 34, CP 28020 - Madrid, Spain  
T +34 911 841 690  
CustomerService@now-health.com

### United Kingdom

Now Health International (UK) Limited  
Suite 2.3, Building Three, Watchmoor Park, Camberley,  
Surrey, GU15 3YL, United Kingdom  
T +44 (0) 1276 602110 | F +44 (0) 1276 602130  
CustomerService@now-health.com

### Asia Pacific

Now Health International (Asia Pacific) Limited  
Units 1501-3, 15/F, AIA Tower, 183 Electric Road  
North Point, Hong Kong  
T +852 2279 7310 | F +852 2279 7330  
CustomerService@now-health.com

### China

Asia-Pacific Property & Casualty Insurance Co., Ltd.  
c/o Now Health International (Shanghai) Limited  
Room 1103B-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  
CustomerService@now-health.com

### Singapore

Now Health International (Singapore) Pte. Ltd.  
4 Robinson Road  
#07-01A/02 The House of Eden  
Singapore 048543  
T +65 6880 2300 | F +65 6220 6950  
CustomerService@now-health.com

### Indonesia

PT Now Health International Indonesia  
17/F, Indonesia Stock Exchange, Tower II  
Jl. Jend. Sudirman Kav. 52 – 53  
Jakarta 12190, Indonesia  
Toll-free 0800 1 889900/ Toll +62 21 2783 6910 | F +62 21 515 7639  
CustomerService@now-health.com

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Registered address: 2348 Sky Tower, Al Reem Island, P.O. Box 132168, Abu Dhabi, U.A.E.