



和睦家医疗  
United Family Healthcare

## 和睦家医院终身会员制

和睦家医院为在本院出生的孩子及其兄弟姐妹和父母特别设立了终身会员制。以下是终身会员制的具体内容：

### 终身会员优惠细则：

- 免除在和睦家出生的孩子及其父母和兄弟姐妹的会员费。
- 所有以现金/信用卡支付的医疗服务费用享受8折优惠，牙科服务费用享受9折优惠，部分的家庭医疗服务享受9折优惠（各类套价及其他季节性促销项目除外）。
- 享受与保险公司的直接结算服务时，只在受保范围以外的医疗服务项目上享受折扣，绝对免赔额及自付额需个人全额支付。
- 在和睦家医院组织和赞助的活动中享受特别优惠。
- 获得有关医疗、健康知识的和睦家电子月刊。

### 终身会员其它细则：

- 终身会员生效前的任何未付款项均不能享受会员折扣。
- 孩子在和睦家出生后，孩子及其父母和兄弟姐妹即刻成为终身会员。在任何情况下，终身会员生效前的折扣金额不予返还。
- 终身会员仅赋予在和睦家医院出生的孩子及其父母和兄弟姐妹。不包括表兄妹、堂兄妹以及祖父母等其他家庭成员。
- 以下项目不包含在会员折扣范围内
  - 套餐项目（包括产前检查套餐、自然产及剖腹产分娩套餐、体检套餐、手术打包套餐）
  - 医疗美容（皮肤和整形美容）服务
  - 非处方药品及处方药品的费用及药事服务费
  - 眼镜框及隐形眼镜
  - 牙齿矫正
  - 季节性促销
  - 非和睦家医院直接提供的医疗服务及其它医疗消耗品
  - 病历和影像资料拷贝
  - 其他
- 会员有责任在付款时核对实付金额。
- 第一次来就诊的会员，需比预约时间提前20分钟到医院做注册登记。并且请携带相关身份证件（护照，身份证），保险卡（如持有），以备注册之须。

### 直接结算：

和睦家医院与40多家保险公司建立了直接结算合作，和睦家医院会把会员的理赔单直接寄给这些保险公司。如果其保险公司在收到理赔单后30天内不付款，和睦家医院有权向该会员本人收取医疗费用。非保险理赔项目的费用由会员本人支付。会员有责任阅读及理解其医疗保险规则，和睦家医院没有义务解答任何有关医疗保险规则的问题。由于和睦家医院须向会员的保险公司确认牙科医疗费用的理赔情况，所以一般而言，不提供第一次牙科诊疗时的直接结算服务。

和睦家医疗对以上条款保留最终解释权。

### 更多详情：

欲知更多和睦家医院的相关信息，敬请登陆和睦家医院网站[www.ufh.com.cn](http://www.ufh.com.cn)

如有任何有关会员制的问题，请联系：

北京和睦家医院：+86 (10) 5927 7565

上海和睦家医院：+86 (21) 2216 3900

天津和睦家医院：+86 (22) 5856 8500

广州和睦家诊所：+86 (20) 8710 6000

北京和睦家康复医院：+86 (10) 8558 1800

关于就诊预约服务，敬请拨打24小时服务中心预约：4008919191

北京和睦家医院急诊电话：010- 59277120

北京和睦家医院会籍顾问：010- 59277565

北京和睦家医院团体会员申请电话：010- 59277360



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## Lifetime Membership Guidelines

United Family Healthcare (UFH) has developed a Lifetime Membership program that is designed to provide substantial healthcare benefits to babies born at UFH, as well as their parents and siblings. Please find further information regarding the Lifetime Membership program below.

### Family Lifetime Membership Benefits

- Complimentary enrollment for babies born at UFH hospitals, as well as their parents and siblings;
- Members receive a 20% discount on healthcare services, a 10% discount on dental services, and a 10% discount on select Home Health services (membership discounts do not apply when using a separate discount package or any type of seasonal promotion);
  - The discounts only apply to cash/credit card payments at the time of service;
  - The discounts only apply to non-covered items after direct billing is applied (deductible and co-payment must be paid in full at the time of service);
  - The discounts apply to the total billing amount when direct billing is not applicable;
- Members enjoy special rates for UFH-organized and UFH-sponsored events;
- Members receive a subscription to the monthly BJU e-newsletter.

### Family Lifetime Membership Regulations

- The 20% discount for healthcare services and 10% discount for dental services cannot be applied to any outstanding balance before the effective date of the Family Lifetime Membership;
- The Membership goes into effect at the time of application. Retroactive discounts will not be granted under any circumstances;
- Membership is only issued to babies born at UFH, their parents, and their siblings. No other family members are included in the membership;
- The following items are excluded from the discounts:
  - Special packages (including birthing packages, prenatal packages, health check-up packages, and surgery packages);
  - Medical Cosmetology (skincare, cosmetic, and plastic surgery) services;
  - Glasses frames and contact lenses;
  - All pharmacy medications, products, and related service fees;
  - Orthodontics;
  - Seasonal promotions;
  - Indirect services, consumables, and file copies;
  - Other restrictions also may apply;
- To enjoy membership privileges, members MUST present a valid form of identification (passport, ID card) and their insurance card (if applicable) at the time of service when payment is due.

### Direct Billing

UFH has direct billing with over 40 insurance companies and sends claim forms on behalf of members. If the insurance company does not pay within 30 days of receiving the claim, UFH reserves the right to collect the amount due from the member. Members are ultimately responsible for paying for any charges not reimbursed by the insurance company. Members are responsible for reading and understanding their own insurance policies. UFH is not obliged to answer any queries with regards to members' insurance policies. Generally, direct billing is not available for a member's first dental clinic visit if pre-verification with the insurance company has not been completed.

**UFH reserves the right to make all final interpretations and decisions regarding UFH membership.**

### More Information

For more information, please visit our website [www.ufh.com.cn](http://www.ufh.com.cn).

If you have any questions regarding the membership program, please contact:

Beijing United Family Hospital at +86 (10) 5927 7360

Shanghai United Family Hospital at +86 (21) 2216 3900

Tianjin United Family Hospital at +86 (22) 5856 8500

United Family Guangzhou Clinic at +86 (20) 8710 6000

Beijing United Family Rehabilitation Hospital at +86 (10) 8558 1800

**How to schedule an appointment:**

To make an appointment, please call the UFH 24hr Service Center at 4008-919191.

**ER Service:**

24hr ER Hotline at Beijing United Family Hospital (BJU): (010) 5927 7120

Membership consultant at Beijing United Family Hospital (BJU): (010) 5927 7565 / (010) 5927 7360



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