



United Family Healthcare  
和睦家医疗

## Corporate Membership Guidelines

The Corporate Membership Program for businesses – including companies, embassies, hotels and international schools – is designed to provide substantial healthcare benefits to companies, their employees and their families. Complimentary enrollment is available to corporate clients with a minimum of 30 employees.

### Corporate Membership Benefits

- Membership cards can be used at any United Family Healthcare (UFH) network facility in China.
- Members receive a 20% discount for healthcare services and a 10% discount for dental services. The following terms and conditions apply to the discounts:
  - The discounts apply only to cash/credit card payment at the time of service.
  - The discounts apply only to non-covered items after direct billing is applied (deductible & co-payment must be paid in full at the time of service).
  - The discounts apply to the total bill amount when the direct billing option is not applied.
- Members enjoy special rates on Corporate Health Checkup packages.
- Members enjoy special rates for UFH-organized and UFH-sponsored events.
- Members receive UFH quarterly magazine *Health Matters* and UFH monthly e-newsletter *Health-Line*.

### Corporate 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 Corporate Membership Card.
- Retroactive discounts will not be granted under any circumstances.
- To enjoy membership privileges, members MUST present their membership card and a valid form of identification (passport, ID card) and insurance card at the time of service when payment is due.
- The following items are excluded from the discounts:
  - Special packages (including birthing and prenatal packages)
  - Laser Skin Center treatments
  - Glasses frames and contact lenses
  - Over-the-counter (OTC) products
  - Medication Charge and Pharmacy Service Fee
  - Orthodontics
  - Seasonal promotions
  - Indirect services, consumables and file copies
  - Vaccinations
  - Other restrictions also may apply
- Members covered under a Direct Payment Agreement with their company will not be billed. However, these members MUST present a valid form of identification (passport, ID card) and membership card at the time of service when payment is due, then sign the invoice and a third-party consent form. The company will then be billed for a portion or all of the healthcare costs for these members (according to contract terms).
- Lost cards may be replaced for a 50RMB fee.
- For your first visit, please arrive 15 minutes earlier than your appointed time for initial registration. Relevant identification (passport, ID card), membership card and insurance card (if applicable) are needed for authentication purposes.
- If you are already a registered patient, please inform the registration/front desk clerk of your membership status by presenting your membership card.

### Direct Billing

UFH has direct billing with over 20 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 to pay 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 Web site: [www.ufh.com.cn](http://www.ufh.com.cn).

For any questions regarding the membership program, please contact:

Beijing United Family Hospital at +86 (10) 5927 7362  
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



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## 和睦家医院团体会员制

和睦家医院为公司、使领馆、国际学校、酒店等单位提供团体会员服务。该项服务使得公司员工及其直系家属在和睦家医院可以享受到更为便利快捷的优质服务。30人以上团体可以公司名义申请免费入会。

### 团体会员优惠细则：

- 该会员卡可在中国境内任何一家和睦家医院及诊所使用。
- 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（团体会员制规定中规定的项目不在折扣范围内）。
- 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费用上享受折扣，绝对免赔额及自付额需个人支付。
- 团体健康体检可享受特别优惠。
- 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、健康知识的和睦家医院季刊和电子月刊。

### 团体会员制规定：

- 会员在结帐时必须出示有效的会员卡、相关身份证件（护照或身份证）及保险卡（如有），以享受折扣。
- 会员有责任在付款时核对实付金额。在任何情况下，团体会员生效前的折扣金额不予返还。
- 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、体检套餐等）
  - 皮肤科激光治疗
  - 非处方药品
  - 药品费用与药事服务费
  - 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
  - 疫苗
  - 其他
- 如和睦家医院与会员所在公司签订了直接付款协议，该协议中的会员在和睦家医院产生的医疗费用将按协议内容由其所在公司支付。符合该条件的会员应在就诊时须携带相关身份证件（护照或身份证）、会员卡，并签署第三者知悉同意书。
- 补办会员卡须支付50元人民币。
- 第一次来就诊的会员，需比预约时间提前15分钟到医院做注册登记。注册时会员须携带相关身份证件（护照或身份证）、会员卡及保险卡（如有）。
- 已在和睦家医院做过注册的会员，请向前台出示会员卡，以便前台工作人员及时更新会员身份。

### 直接结算：

和睦家医院与20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。如果保险公司在收到理赔单后30天内仍未支付款项，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的直接结算服务。

和睦家医疗集团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 7362

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



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