



United Family Healthcare

和睦家医疗

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、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：

- 免除和睦家出生的孩子及其兄弟姐妹、父母的会员会费。
- 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（各种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，健康知识的和睦家医院季刊。
- 获得和睦家医院电子月刊。

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，孩子及其兄弟姐妹、父母即刻成为终身会员。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兄弟姐妹、父母。
- 以下项目不包含在会员折扣范围内
 - 产前检查套价
 - 分娩套价(自然产/剖腹产)
 - 体检套价
 - 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
 - 不是由和睦家医院直接提供的医疗服务及其它医疗消耗品
 - 病历复印
 - 疫苗
 - 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15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)，以备注册之须。

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：

欲知更多和睦家医疗的相关信息，敬请登陆网站www.ufh.com.cn

如有任何有关会员制的问题或疑问，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



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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 parents that give birth at UFH and their babies. Below is information regarding the Lifetime Membership program.

Family Lifetime Membership benefits:

- Complimentary enrollment for parents that give birth at UFH hospitals and their babies.
- Members receive a 20% discount on healthcare services and a 10% discount on dental services. The following terms and conditions apply to the discount:
 - The discount applies only to cash/credit card payments at the time of service.
 - The discount applies only to non-covered items after direct billing is applied. (Deductible and co-payment must be paid in full at the time of service.)
 - The discount applies to the total bill amount when direct billing is not applicable.
- Members enjoy special rates on UFH-organized and UFH-sponsored events.
- Members receive subscriptions to the UFH quarterly magazine, Health Matters, and the UFH monthly e-newsletter.

Family Lifetime Membership regulations:

- The 20% discount on healthcare services and 10% discount on dental services cannot be applied to any outstanding balance incurred before the effective date of the Family Lifetime Membership Card.
- Membership is effective at the time of application. Retroactive discounts will not be granted under any circumstances.
- Membership is only issued to parents that give birth at UFH, their newborn babies, and any other children they may have. No other family members are included in the membership.
- The following items are excluded from being discounted:
 - Special packages (including birthing, prenatal, and health check-up 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 may apply
- To enjoy membership privileges, each member must present a valid form of identification (passport, ID card) and insurance card (if applicable) at the time of service when payment is due.

Direct billing

UFH has direct billing with over 20 insurance companies and sends claim forms on behalf of members. If an insurance company does not pay within 30 days of receiving a 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 an insurance company. Members are responsible for reading and understanding their own insurance policies. UFH is not obliged to answer any queries with regard 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.

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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