



Individual Membership Guidelines

United Family Healthcare (UFH) has developed an individual membership program that is designed to provide substantial benefits on healthcare to you and your family

Individual Membership Benefits

- Membership enrollment fee is 500 RMB for adults (over 12 year) and 280 RMB for children (up to 12 years) annually.
- Membership card can be used at any United Family Hospitals network facility in China. The discount policy is based on local facilities' discount policy.
- 20% discount on healthcare services and 10% discount on dental services. The discounts apply to the following terms and conditions:
 - 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 on the total bill amount when direct billing is not applicable
- Special rate for UFH organized / sponsored events
- Complimentary UFH Quarterly Magazine – Health Matters
- UFH Monthly Electronic Newsletter

Individual Membership Regulations

- The following items are **excluded** from the discount:
 - Special packages (including birthing, prenatal, and health check-up packages)
 - Laser Skin Center treatments
 - Glasses frames and contact lenses
 - OTC (over the counter medication)
 - Seasonal promotions
 - Indirect services and consumables
 - Copying fees for providing requested copies of medical records and diagnostic images.
 - Other restrictions also may apply
- The 20% discount for healthcare services and 10% discount on dental services can NOT be applied to any outstanding balance before the effective date of the Individual Membership Card
- The Membership Card is effective at the time of application
- Retroactive discounts will not be granted under any circumstances
- To enjoy the Membership privileges, members **MUST** present a valid form of picture 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 provides direct billing as a privilege for members by sending the 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 to read and understand their own insurance policies. UFH is not obliged to answer any queries with regards to the members' insurance policy. In general, direct billing will not be extended for the members first dental clinic visit due to the need for pre-verification with the insurance company.

More Information

For further information or if you would like to have guided tour of the hospital facilities, please visit our website www.ufh.com.cn or contact our Marketing Department –

Guangzhou (020) 8710 6071. Email: gzumarketing@ufh.com.cn

Beijing (010) 5927 7360. Email: liaison@ufh.com.cn

Shanghai (021) 5133 1968. Email: shumarketing@ufh.com.cn

和睦家广州诊所个人会员制

和睦家医疗集团为个人提供会员服务。该项服务使得您在和睦家医院可以享受便利快捷的优质服务。以下是个人会员制具体信息：

个人会员制度

- 成人每年会员费用人民币 500 元（12 周岁以上），儿童（12 周岁或以下）每年会员费用为人民币 280 元。
- 该会员资格可在中国境内任何一家和睦家医院或诊所使用。
- 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（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全款付清。
- 可在和睦家医院组织和赞助的活动中享受特殊优惠。
- 收到有关医疗，健康知识得和睦家医院季刊。
- 收到和睦家医院电子月刊。

个人会员制规定

- 个人卡生效前的任何未付款项均不能享受会员折扣；
- 个人卡费用付清后，及时生效。在任何情况下事后折扣都不予追加。
- 以下项目**不适用**会员折扣
 - 特殊套餐（包括生产，产前护理以及健康检查套餐）
 - 美容科治疗
 - 眼镜框及隐形眼镜
 - 非处方药
 - 季节性促销
 - 间接服务以及医疗消耗品
 - 不是由和睦家医院直接提供的医疗服务及其它消费
 - 提供要求的病历和诊断影像的拷贝费用
 - 其他
- 会员在结帐时必须出示有效的身份证件以享受折扣。会员有责任在付款时核对折扣金额。
- 第一次来就诊的会员，需比预约提早 30 分钟注册，并且带齐相关证件（护照，身份证）及保险卡（如可用），以便注册证明。

直接结算

和睦家医院与 20 多个保险公司有直付合作，和睦家医院会把会员的理赔单直接寄给保险公司。如果保险公司在收到理赔单后 30 天内不付帐，和睦家医院将有权向该会员索取医疗费用。保险不包括的费用将有会员本人支付。会员有责任阅读及理解其保险政策，和睦家将没有义务回答任何有关保险政策的问题。

更多详情

欲加入和睦家会员或了解更多有关和睦家会员制度的信息，敬请登陆和睦家网站 www.ufh.com.cn 或联系：

广州和睦家市场部：（020）8710 6071 邮箱：gzumarketing@ufh.com.cn

北京和睦家市场部：（010）5927 7000 邮箱：liason@ufh.com.cn

上海和睦家市场部：（021）5133 1900 邮箱：shumarketing@ufh.com.cn