

Healthcare Concierge Service ^(a)

Providing you with access to excellent and personalized medical services

As our Cigna HealthFirst Elite Medical Plan's customers, you can access an array of excellent medical services as follows:

Applicable to all Cigna HealthFirst Elite Medical Plan customers :

- "24-Hour HealthFirst Elite Hotline" manned by qualified nurses to answer your medical queries and provide professional advices. Doctor referral (both network or non-network) can be made based on your condition and needs
- Priority bookings at local private hospitals can be arranged upon designated network doctor consultation, assistance with hospital admission and pre-approval of cashless hospitalization (applicable to network hospitals)

Applicable to eligible Cigna HealthFirst Elite Medical Plan customers^(b) :

- **A designated Care Manager, being a qualified and experienced nurse, can be arranged to support you throughout your treatment and recovery with the following personalized services:**
 - Recommend doctor and healthcare professional according to your health condition
 - Arrange priority booking and hospital admission at local private hospitals
 - Arrange one visit for pre-hospital admission advice, one visit for in-hospital support and one visit for post-discharge home follow up^(c)
 - Follow up on your claims directly
 - Develop an individual care plan which is reviewed by medical expert
 - Provide unlimited phone call nursing advice
 - Provide chronic disease management programme

Wide Range of Referral Services (Service Fees for these services will be borne by Cigna HealthFirst Elite Medical Plan customers):

- Escort nursing assistance
- Local limousine transportation arrangement from home / workplace to hospital
- Home consultation service
- medication (with prescription) delivery
- Home modification and sourcing of medical appliances

24-hour Cigna HealthFirst Elite Hotline

(852) 8200-2211

Remarks:

- a. All services will be applicable within Hong Kong only.
- b. These services are only applicable to eligible claims and that one of the following conditions must be fulfilled by customer: (i) the inpatient medical expenses incurred for hospitalization must be at least HK\$150,000 or above; (ii) the estimated length of stay for hospitalization must be at least 7 days or above; (iii) the person insured suffers from critical illness (as defined under Part V of Policy Provisions) or diabetes which requires inpatient treatment; or (iv) the person insured suffers from post-surgical complications and requires extended hospitalization and additional surgical procedures.
- c. **One visit** for pre-hospital admission advice, one visit for in-hospital support and one visit for post discharge home follow up will be arranged by care manager respectively.

Important Notes:

Cigna currently appoints Quality HealthCare Medical Services (“QHMS”) as the service provider for our Healthcare Concierge Service in Hong Kong (the “Service”). The Service is provided by a service provider appointed by Cigna from time to time (the “Service Provider”), and subject to any terms and conditions imposed by the Service Provider. Cigna is not liable for the quality of the Service and/or the Service Provider’s representation(s) whatsoever, or any loss or consequence arising from or in connection with the Service. To strive for the best services to our customers, we reserve the right to review and change the Service Provider at our discretion.

If the services suggested are not covered under our insurance plan, you will be responsible for the fees incurred, as determined by the Service Provider in its sole discretion.

For enquiry of the Service, please call our 24-hour HealthFirst Elite Hotline at (852) 8200-2211.